

Cherry Professional Complaint Procedure

Cherry Professional strives to be the most trusted finance and office recruitment consultancy in the East Midlands; the first call for candidates who are contemplating their career or hiring into their team. Our business is built on long term, trusting relationships with candidates and clients alike.

Cherry Professional are an ISO9001 accredited business and therefore we take any complaint seriously. We use the investigation and resolution process to ensure that we take corrective action where needed so any errors or mistakes cannot happen again.

If for any reason you are not entirely satisfied with any aspect of the service you have received from us then we would like you to let us know.

Please do this by firstly getting in contact with the Employee you dealt with – all contact details can be found on our website at <https://www.cherryprofessional.co.uk/meet-the-team/>

If you are not happy with the outcome of this conversation you should contact the relevant Manager of the team you worked with. It is important the Manager of the team is made aware of your concerns and can work to put things right informally.

For Accounting and Finance candidates/clients please contact Ian Machell on ian.machell@cherryprofessional.co.uk 07769 996363

For Admin & Business Professionals, Finance Clerical, or HR candidates/clients please contact Claire Daley on claire.daley@cherryprofessional.co.uk 07810 860349

If you have a problem related to an invoice you have received please contact our Finance Team at accounts@cherryprofessional.co.uk or 0115 9222240

If you are temporary worker and you have a question or query about your pay, please contact our payroll partner Simplicity at 01594 372111.

When you register a complaint with us, we will deal with your problem fairly and move it to resolution as quickly as possible. The complaint will be investigated, and we will get back to you with the results of our investigation within 72 hours. Your complaint will be registered on our database to aid with the investigation process.

If you are not entirely satisfied with the response, please put your complaint in writing, outlining the issues, your desired resolution or outcome and any other information you believe is relevant and send it to Operations Director sarah.gibson@cherryprofessional.co.uk

We will acknowledge receipt of your correspondence within 2 working days, further investigate the matter and provide you with a response usually within 14 working days from the date of our acknowledgement and shall keep you updated throughout the process.

Cherry Professional is a member of the Recruitment and Employment Confederation (REC), the professional body for the recruitment industry, and adheres to their Code of Professional Practice. If you are still not satisfied having followed the above complaints process, you can choose to refer your complaint to them. Please note that REC has its own Complaints handling process and you should ensure that you read this before continuing.

<https://www.rec.uk.com/recruiters/compliance/complaints/making-a-complaint>