

COMPLAINTS POLICY

Last updated: July 2025

Welcome to Pint & Pour Recruitment Ltd!

This Complaints Policy outlines the procedures for raising and resolving complaints concerning the services provided by Pint & Pour Recruitment Ltd ("the Agency"), a UK-registered limited company operating as a permanent employment agency in the hospitality sector. This Policy applies to all Candidates, Clients, and third parties who interact with the Agency through its website, communications, or recruitment services.

1. OUR COMMITMENT

The Agency is committed to providing a professional, transparent, and efficient recruitment service. While we strive to meet the highest standards of practice, we recognise that on occasion, individuals may wish to raise concerns about the service received. We take all complaints seriously and handle them in a timely, fair, and confidential manner.

2. WHAT CONSTITUTES A COMPLAINT

A complaint is defined as any expression of dissatisfaction, whether written or verbal, made by a Candidate, Client, or other stakeholder, about the conduct, performance, or decisions of the Agency or any of its representatives, where a response or resolution is explicitly or implicitly expected.

3. HOW TO SUBMIT A COMPLAINT

Complaints can be sent using the following contact information:

Email: cian@pint-and-pour-recruitment.com

To allow us to process your complaint efficiently, please include the following:

- Your full name and contact information
- Whether you are a Candidate, Client, or other stakeholder
- A clear description of the nature of the complaint
- Relevant dates, names of individuals involved (if applicable), and any supporting documentation
- The outcome you are seeking

Anonymous complaints will be reviewed at our discretion.

4. COMPLAINTS PROCEDURE

Upon receipt of your complaint:

- You will receive written acknowledgment within **5 business days**.
- An appointed representative will investigate the matter. This may include reviewing relevant documents, speaking with individuals involved, and assessing compliance with our procedures and obligations.
- A written response will be issued within **20 business days** from the date of acknowledgment. If additional time is needed, we will inform you and provide an estimated date of resolution.
- Where appropriate, we will propose remedial actions or solutions to resolve the issue.

5. ESCALATION

If you are dissatisfied with the outcome of your complaint, you may request an internal review. Your case will then be reassessed by a senior representative not previously involved in the initial investigation. A final decision will be issued within **15 business days** of your request for escalation.

6. EXTERNAL RESOLUTION

If the issue remains unresolved after our internal process, you may be entitled to refer the matter to a relevant external body or alternative dispute resolution (ADR) provider. Pint & Pour Recruitment Ltd will cooperate fully with any regulatory authority or mediator where appropriate.

7. CONFIDENTIALITY AND RECORD KEEPING

All complaints are handled with strict confidentiality and in accordance with data protection laws. Records of all complaints and related correspondence will be retained securely for a minimum period of **two years** from the date of resolution.

8. POLICY REVIEW

This Policy is reviewed periodically and may be amended from time to time to reflect operational, legal, or regulatory changes. The most current version is available upon request or via our website.

9. CONTACT INFORMATION

If you have any questions or concerns regarding our services, please contact us using the contact information below:

Pint & Pour Recruitment Ltd.

Email: cian@pint-and-pour-recruitment.com