



# MCG Complaints Policy

This document is approved and authorised for application within The MCG Group Holdings Ltd and all associated subsidiary companies.

Signed  Colm McGinley, CEO

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## Complaints Policy

The MCG Group is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

## Complaints Procedure

If you have a complaint, please ring us on 0330 024 1340 in the first instance so we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact our Compliance department to raise a formal complaint. You can write to them at: The MCG Group, FAO: Compliance, 56 Clarendon Road, Watford, Herts, WD17 1DB or email them at: [compliancequeries@themcgroup.com](mailto:compliancequeries@themcgroup.com).

## Next Steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 7 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
  - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. We will then invite you to a meeting to discuss and hopefully resolve your complaint. MCG Group will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting MCG Group will write to you to confirm what took place and any solutions s/he has agreed with you.
  - If you do not want a meeting or it is not possible, MCG Group will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. MCG Group will do this within 5 days of completing the investigation.
7. At this stage, if you are still not satisfied you can write to us again. A Director of the company will review the decision within 10 days.
8. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to

the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 - 45 Stamford Street, London, SE1 9NT.

If we have to change any of the time scales above, we will let you know and explain why.

**NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.**