

Complaints Statement



We are sorry to hear you have a reason to complain to us.

At Gattaca, we endeavour to deliver a service that is so trusted that our clients, candidates, colleagues, and suppliers recommend us without hesitation. Our mission is to drive the right behaviours for the organisation and inspire the highest standards.

If you feel we have not delivered a service to these standards, contact us and we will do all we can to help.

The information within this document will help explain how we will process your complaint.

The Group's policy is to deal with all complaints in accordance with the requirements of our ISO 9001 Integrated Business Management System (IBMS) and comply with the Recruitment and Employment Confederation Code of Good Recruitment Practice.

The IBMS requires that complaints are dealt with in the correct way, ensuring we give you the best possible service.

There are three stages to the complaint procedure:

Stage 1- Recording your complaint

All complaints received by the Complaints team will be acknowledged and responded to within 4 working days. All complaints are logged and given a reference number.

Please provide us with as much detail to help us investigate your complaint, including what you would like to happen as the outcome. Please attach any other relevant information that you think may be useful.

The complaint will then be escalated to the most appropriate investigating employee for action in the relevant department, where the matter will be investigated. The investigating employee will liaise with you directly to help resolve your complaint.

Stage 2- Taking action to resolve your complaint

We aim to resolve your complaint as soon as possible; however, the time it takes to resolve a complaint will vary depending on the type of complaint received.

The investigating employee will respond to you with details of the resolution and action taken, including any recommended corrective or preventative action.

We will always acknowledge where things could have been done better and tell you what we will do to avoid the same thing happening again. If we do not feel that your complaint is upheld, we will let you know why.



All complaints will remain open until they have been fully resolved. If you are happy with the outcome of your complaint and how it was handled, please let us know so we can close the complaint. If you are not satisfied with the outcome of your complaint or how it was handled, you can appeal using the details in the section below.

Stage 3- Appeal procedure

If you are dissatisfied with the outcome of your complaint, you can appeal to the REC.

Should you wish to appeal, please contact:

The Customer Contact Team at the Recruitment & Employment Confederation, 20 Queen Elizabeth Street,
London SE1 3LS
+44 (0) 20 7009 2100

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

Data Protection Complaints

All Data Protection Complaints are dealt with separately by our Data team, and any that are received by the Complaints team will be forwarded on for the Data team to handle directly. These complaints are recorded separately by the Compliance function within the business.

Payroll Issues

All queries that result in a payment into your account or an adjustment to your pay will be forwarded to the relevant Accounts team. The investigating employee or a member of our Accounts Department will respond to you to explain what actions have been taken, including any preventative action where necessary.