

Liaison Workforce complaint policy and procedure

We recognise that there may be occasions where our customers may be dissatisfied with Liaison's systems, services, or processes. Liaison Group strive to provide world class customer service and are committed to learning from experiences if we have failed to provide this. If you were not satisfied with your experience and would like to raise it with us, you can do so by following the procedure below:

How to make a complaint

Complaints should be sent to support@liaisongroup.com and include 'Complaint' in the subject to notify us of this. Please ensure that your email includes the areas of concern you would like us to address, providing relevant details and specifics where possible to enable us to complete a thorough investigation.

Complaints may also be raised verbally by speaking to one of our Customer Support Specialists. The Liaison Support team can be contacted on 01905 975313 Monday – Friday 08:00 – 18:00.

An email confirmation will be issued to you confirming your unique complaint reference number, the name of the staff member investigating the complaint and the date by which a full response will be provided.

How will my complaint be investigated?

Your complaint will be investigated by a staff member within the relevant department of the area of your complaint. If the complaint is in relation to the service or conduct provided by a particular member of staff, the complaint will be reviewed by the relevant line manager.

We are committed to providing a swift resolution to complaints and where possible will provide this within a two working day timeframe. There may be occasions where this may not be possible due to the nature of the investigation. In these instances, the staff member will make every effort to communicate this to you as soon as possible and will keep you regularly updated on progress.

Our aim is to provide you with a full response to all of the concerns raised and share corrective actions that have been taken to prevent this reoccurring if appropriate.

Appeal process

If you remain dissatisfied with the outcome of your complaint, you can request that it is re-reviewed. This will be conducted by a senior manager. They will then issue you with a full and final response.

Further information about the business and the services that Liaison Group provide can be found on our website www.LiaisonGroup.com.