



Candidate Complaints Policy and Procedure

Company Policy No: 10
Company: Direct Healthcare 24 Ltd
Issue No: 10
Revision Date: April 2026
Review Date: April 2027

Candidate Complaints Policy and Procedure

Complaints Policy

Direct Healthcare 24 is committed to providing a high-level service to our candidates. 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 contact your main contact/consultant - all members of staff have access to emails and/or telephones or you can write to him/her at their main office address. Failing that please write to the Human Resources, either by email humanresources@dh24.co.uk or at the Head Office:

18th Floor
The Broadgate Tower
20 Primrose Street
London
EC2A 2EW

Next steps:

1. We will send you a letter or email 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 receiving 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 7 days of your reply.
4. We will then start investigating your complaint. This will normally involve the following steps:
 - a. We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request.
 - b. We will then examine the member of staff's reply and the information you have provided to us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
 - c. The person dealing with your complaint will then invite you to meet him/her to discuss and hopefully resolve your complaint. S/he will do this within 7 days of the end of our investigation.
 - d. Within 2 days of the meeting, we will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. S/he will do this within 5 days of completing his/her investigation.
6. At this stage, if you are still not satisfied you can write to us again appealing the decision. A Director of the company will review the original decision within 10 days and 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.

7. If you are still not satisfied, you can contact the Association of Professional Staffing Companies (APSCo) within 3 months after the date of the alleged breach of the code by writing to the Chief Executive of APSCo, 101 Borough High Street, London, SE1 1NL
8. If we have to change any of the time scales above, we will let you know and explain why.

Signed:  Date: April 2026

Chris Coyle, Director

Candidate Complaints