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Optima Site Solutions Ltd is committed to providing a quality service for both candidates and clients. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and candidates, and in particular by dealing and responding positively to complaints.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Optima site Solutions Ltd maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Procedure

1. All complaints should be address to the Operations Manager, James Cranston, either by email (james@optimasitesolutions.com) or in writing to: James Cranston, Optima Site Solutions Ltd, Unit 5 Kingways Business Park, Oldfield Road, Hampton, TW12 2HD.
If the complaint is regarding the Operations Manager, please refer your complaint to the Operations Director, Antony Weir at the address as above or antonyweir@optimasitesolutions.com.
2. We shall respond by email or letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
3. We will then investigate your complaint.
4. The Operations Manager or Operations Director will then contact you to discuss and hopefully resolve your complaint. This will occur within 14 days of sending you the acknowledgement letter.
5. Within three days of the discussion, the Operations Manager or Operations Director will write to you to confirm the discussion and any solutions that has been agreed with you.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another member of the Senior Management Team to review the case.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.