



Complaints & Dispute Resolution Policy

Effective Date: Jan 2025

Last Updated: Jan 2025

At **Need an Optom**, we are committed to delivering a **high standard of service** to both candidates and employers. However, we understand that disputes or complaints may arise. This policy outlines how we handle **complaints fairly, transparently, and efficiently** in compliance with **UK GDPR and employment best practices**.

1. Purpose of This Policy

This policy is designed to:

- ✓ Provide a structured process for handling complaints.
- ✓ Ensure complaints are resolved fairly and efficiently.
- ✓ Outline steps for escalating unresolved disputes.

 This policy applies to **candidates, employers, and any users of our recruitment services**.

2. What Can Be Complained About?

You can raise a complaint if you experience issues related to:

- ◆ **Candidate Complaints:**
 - Inaccurate job listings or misleading information.
 - Breach of **privacy** or **data protection rights**.
 - Poor communication or unprofessional behavior from employers.

◆ **Employer Complaints:**

- Untruthful candidate applications (e.g., false qualifications or work history).
- Recruitment **process issues** or **service delays**.
- Misuse of employer data by unauthorized parties.

◆ **General Complaints:**

- Website functionality or access issues.
- Unresolved disputes between candidates and employers.
- **Breach of terms** outlined in our **Privacy Policy, Terms & Conditions, or Candidate & Employer Agreement**.

3. How to Submit a Complaint

To file a complaint, please follow these steps:

Step 1: Contact Us

✉ **Email:** Send an email to hello@needanoptom.com with the subject "**Complaint – [Your Issue]**".

☎ **Phone:** Call **020 3846 8888** and speak to our support team.

📍 **By Post:** Send a written complaint to **869 High Road, London, United Kingdom, N12 8QA**

Step 2: Provide the Following Details

- ✓ **Your Full Name & Contact Information**
- ✓ **Nature of the Complaint (e.g., candidate, employer, website issue, or data concern)**
- ✓ **Details of the Issue (including dates, names, and any supporting documents)**
- ✓ **Desired Resolution (e.g., correction, refund, data removal, or further action)**

Step 3: Acknowledgment & Investigation

- We will acknowledge your complaint **within 3 working days**.
- Our complaints team will **review and investigate** the issue.
- We may request **additional information** for clarification.

Step 4: Resolution & Response

- We aim to resolve complaints **within 14 working days**.
- If additional time is needed, we will provide **regular updates**.
- Once resolved, you will receive a **written response** with the outcome.
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4. Dispute Resolution Process

If you are **not satisfied** with the outcome of your complaint, you may escalate the matter:

Step 1: Internal Escalation

- Request an internal review by a **senior manager or director**.
- We will reassess the case and provide a **final response within 10 working days**.

Step 2: External Dispute Resolution

If the issue remains unresolved, you may seek independent resolution through:

 **Advisory, Conciliation and Arbitration Service (ACAS)** – Free dispute resolution for workplace-related issues.

 **Information Commissioner's Office (ICO)** – For data protection complaints.

 **Employment Tribunal** – If the dispute involves legal employment matters.

We encourage **amicable resolutions** before taking legal action.

5. Confidentiality & Fairness


- ♦ All complaints will be **handled confidentially**.
- ♦ We will treat all parties **fairly and without discrimination**.
- ♦ We will comply with **UK GDPR** and ensure **data security** throughout the process.

6. Contact Us

For complaints or further assistance, please contact:

 **Address:** 869 High Road, London, United Kingdom, N12 8QA

 **Email:** hello@needanoptom.com

 **Phone:** 020 3846 8888

 **This policy applies to all users of our recruitment services, including candidates and employers.**