

Complaints Procedure

At SEP Resource Solutions (SEPRS) we endeavour to provide a high quality and positive experience in every interaction. We will listen to both positive and critical comments and use them to improve our service. Your feedback provides us with an opportunity to improve our services, thank you for taking the time to share with us.

We hope that in most instances, feedback can be resolved by the person you have been working with. We will always aim to respond and act where appropriate. If you are not satisfied with the response from your designated contact, please let them know that you would like to raise a formal complaint.

A formal complaint is classified as any written or spoken expression of dissatisfaction with the service we provide.

We will always aim to:

- Deal with complaints openly, promptly, and honestly
- Try to resolve complaints amicably as soon as possible
- Learn from complaints to improve our services

Complaints can be communicated verbally, in writing or electronically. If you would like to make a complaint, please contact our Managing Director, Adam Spelman, via one of the methods below:

Contact Methods

- Write: SEP Resource Solutions, Box Studios, Boundary Street, Liverpool, L5 9UB
- E-mail: contact@seprs.co.uk
- Telephone: 0151 245 6565

He will respond promptly and usually within five working days of receipt of your complaint.

If you are not satisfied with our response, you can contact APSCo (The Association of Professional Staffing Companies) via one of the methods below:

Contact Methods

- Write: APSCo, 101 Borough High Street, London, SE1 1NL.
- E-mail: info@apsco.org
- Telephone: 0203 117 0910