

Complaints Procedure Policy

We are committed to providing a quality service to all of our customers. If for any reason you are not entirely satisfied with any aspect of the service you have received from Ocean City Recruitment Ltd then we would like you to let us know.

How to register a problem

Step 1

If your problem concerns the service you have received from a local Ocean City Recruitment office, you should contact the local office manager to discuss the problems you have experienced. It is important the local office manager is made aware of your concerns and are given the opportunity to put things right.

If your problem is about an invoice you have received from Ocean City Recruitment, in the first instance please contact Ocean City Recruitment's Credit Control Team using the telephone number provided on the invoice. As above, it is important the Credit Control Team are aware of any problems and are given the opportunity to put things right.

If you are a temporary worker and have a problem regarding your payment from Ocean City Recruitment, then please contact your local Ocean City Recruitment office. If the problem cannot be resolved immediately during your telephone call, you will be advised of a timescale in which you will receive further feedback.

Step 2

If you have already discussed your problem with the local office / Credit Control Team, but are not satisfied with the response you have received, then please contact Ocean City Recruitment's head office in one of three ways:

- Contact Ocean City Recruitment's head office and ask to speak with the Office Manager. The telephone number is 023 9238 2018 and the office is open Monday to Friday 9am - 5pm.
- Contact our head office directly by email: complaint@ocean-city.co.uk
- Write to Head Office:
Ocean City Recruitment Ltd
Unit 12a Challenge Enterprise Centre
Sharps Close
Portsmouth
Hampshire
PO3 5RJ

When you contact Ocean City Recruitment's Head Office, it is important you provide us with all the facts regarding your problem, including details of people you have already spoken to so we are able to conduct a full investigation.

When we receive details of your problem we undertake to:

- Deal with your problem fairly, confidentially and effectively
- Acknowledge your problem within two working days and provide a likely timescale for resolution
- Fully investigate your comments and keep you regularly informed of the actions we are taking