

This policy is produced in the context of HB Group (Qld) Pty Ltd's commitment to delivering quality Recruitment, HR and Payroll Services. The organisation seeks to prevent complaints by ensuring that our candidates and clients are satisfied with the products and services they have received. HB Group is committed to resolving complaints efficiently and ensuring that the outcomes are consistent, fair and just.

**Definitions:**

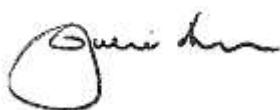
- **Complaint:** is the informal or formal expression of concern in regard to some aspect of the conduct of HB Group's operations, services, staff, candidates or clients.
- **Complainant:** the person making the complaint

**1.1 Nature of complaint and initial action**

- 1.1.1 As a general statement of policy, candidates and clients should feel free to approach any member of staff with regards to airing any complaint. However, complainants must realise that certain policies and procedures are followed by the organisation in order to ensure that complaints are dealt with efficiently, consistently, fairly and justly.
- 1.1.2 In the event that a staff member receives a complaint, the staff member should attempt to resolve the issue promptly. If the issue cannot be resolved, then the staff member should ask the complainant if they wish to make a formal complaint, in which case the process for resolving the complaint set out in Paragraph 1.2 of this policy should be followed.
- 1.1.3 Where a candidate or client has a complaint about the recruitment process, he/she should approach the Recruitment Manager.

**1.2 Process for formal complaints resolution**

- 1.2.1 Upon receipt of a complaint, HB Group will immediately respond in writing to confirm receipt of the complaint.
- 1.2.2 The complaint will be resolved as soon as is practicable.
- 1.2.3 The complainant will be regularly updated on the progress of the complaint or appeal.
- 1.2.4 In the event that a mutually agreeable resolution cannot be found, the complainant has the right to lodge a complaint externally with an appropriate external agency such as Consumer Affairs or other relevant Government department.
- 1.2.5 The complaint and arising opportunities for improvement will be recorded in the Improvement Register in accordance with the Continuous Improvement Procedure.
- 1.2.6 If appropriate, relevant staff shall be informed if a change to current policy and/or procedure is recommended to avoid similar complaints in the future.



**Julie Kerin**  
**Managing Director**

**30/07/2022**

File Name: POL_004	Version 2.2	Issue Date: 30/07/2022	Page 1 of 1
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