



THE ADECCO GROUP

Complaints and Feedback

The Adecco Group and its constituent brands are committed to providing the highest standards of service to our candidates and associates, our clients and the communities in which we operate. Equally we recognise that things can go wrong in which case we are keen to hear so that we can help put them right as soon as possible. Such feedback is a positive aid to improving our business as it may highlight ways in which we can improve our quality of service for the future.

The best and fastest way to resolve an immediate issue is to raise the matter with the branch, onsite representative or the dedicated helpdesk for a given recruitment campaign. However, if you feel this is not appropriate or you are not satisfied with the resolution provided, please follow the procedure below.

Our aim is to ensure that:

- Making a complaint is as easy as possible
- We treat it seriously whether it is made in person, by telephone, letter or email
- We deal with it promptly, politely and professionally and be duly acknowledged and resolved
- We respond with an explanation (or an apology if we have got things wrong) and provide you with information on actions being taken to prevent any future occurrence
- We learn from complaints, use them to improve our service, retrain our staff or review our business processes

2. How to Make a Complaint

You can make a complaint by

By phone – please call us on 01782358470

By email – please contact at headoffice@adeccogroup.com

In writing – you can write to us at: The Adecco Group, iC3, Keele
University Science & Business park, Staffordshire, ST5 5NP

If you are sending your complaint in writing, please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by telephone or e-mail is acceptable, if not, please provide your full postal address.

Please provide sufficient details for us to resolve the matter but if using post or email be mindful not to include sensitive information such as National Insurance Numbers etc.

4 Responding to your complaint

Our aim is to acknowledge and resolve all complaints within 3 working days from when we receive your complaint. If the matter requires a more detailed investigation and it is not possible to give you a full reply at this time, we will update you with an interim response advising you on the actions being taken. Thereafter we will endeavour to ensure that complaints are resolved within 15 days from when the complaint being received.

Complaints are generally able to be resolved by the brand concerned and so we will normally refer each matter to the line manager concerned. However, if you are not satisfied by the response, matters can ultimately be escalated to the relevant Managing Director, whose response will be full and final.



THE ADECCO GROUP

5 Matters regarding Professional Malpractice

It is the policy of The Adecco Group to deal with all allegations of criminal conduct, malpractice or professional misconduct in a professional manner.

Any information or queries regarding suspicions of malpractice or professional misconduct are to be referred to Business Process Team mentioned above. An investigation will be carried out by The Adecco Group who will then liaise with you and the appropriate Professional or Regulatory Body as required.

We will ensure that the complaint is resolved as soon as possible and details of how the complaint has been resolved will be notified to you. If required, we will also provide you with an update on the progress of the resolution of the complaint.

6 Matters regarding actual or potential violations of the law, the Adecco Group's Code of Conduct

As above, whilst day-to-day matters are most speedily resolved by the area concerned, should you feel that the issue relates to an actual or potential violations of the law, an alternative route is to raise the matter using The Adecco Group's Compliance and Ethics Reporting Tools available here (<https://www.adecco.com/about-us/compliance-and-ethics/>).