Detail service inc Agency
PRECISION. RELIABILITY. EXCELLENCE.

COMPLAINTS POLICY AND PROCEDURE

1. Purpose

The purpose of this policy is to provide a clear, fair, and consistent process for receiving, investigating, and resolving complaints made by clients, candidates, employees, contractors, or other stakeholders regarding the services, recruitment practices, personnel, or business operations of Detail Service Inc.
We are committed to resolving complaints promptly, professionally, and respectfully while maintaining compliance with applicable employment legislation, occupational health and safety requirements, privacy laws, and industry best practices across the healthcare, oil and gas, and construction sectors.

2. Definition of a Complaint

A complaint is any expression of dissatisfaction regarding the services, conduct, decisions, or operations of Detail Service Inc.
Complaints may relate to:

- Recruitment or hiring processes
- Candidate screening or placement decisions
- Employee or contractor conduct
- Client service quality
- Workplace behaviour or professionalism
- Communication failures
- Scheduling or placement issues
- Payroll, invoicing, or billing concerns
- Contract administration
- Health and safety concerns
- Alleged discrimination, harassment, or retaliation
- Confidentiality or privacy concerns
- Failure to comply with company policies or contractual obligations

Examples include:

- A client dissatisfied with a candidate placement.
- A candidate reporting unfair treatment during recruitment.
- An employee alleging workplace harassment.

- Payroll or timesheet discrepancies.
- Delays in filling staffing requests.
- Failure to meet contractual service expectations.
- Safety concerns reported by field employees or contractors.

3. Guiding Principles

Detail Service Inc. will manage complaints according to the following principles:

- Prompt acknowledgement and timely resolution.
- Fair, objective, and impartial investigations.
- Respect for all parties involved.
- Confidential handling of complaint information.
- Protection against retaliation.
- Compliance with applicable legislation and contractual obligations.
- Continuous improvement through trend analysis and corrective action.
- Immediate response to any health, safety, or security concerns.

4. Reporting and Receipt of Complaints

Who May Submit a Complaint

Complaints may be submitted by:

- Clients
- Job applicants
- Employees
- Temporary staff
- Contractors
- Vendors
- Members of the public

How to Report

Complaints may be submitted through:

- Email: ...
- Telephone: ....
- Company website feedback form
- In writing
- Directly to a Supervisor, Recruiter, Account Manager, or Operations Manager

Initial Response

The employee receiving the complaint shall:

- Acknowledge receipt within one to two business days.
- Record the complaint in the Complaint Register.
- Gather preliminary information.
- Escalate the complaint to the appropriate manager when necessary.
- Immediately report any complaint involving safety, discrimination, harassment, violence, fraud, or legal concerns.

5. Complaint Resolution Process

Stage Action	Action
Acknowledgement	Confirm receipt within 1–2 business days.
Initial Assessment	Determine complaint type, urgency, and potential risk.
Immediate Action	Where safety or legal risk exists, implement temporary protective measures immediately.
Investigation	Collect relevant documentation, interview involved parties and review applicable records.
Analysis	Determine findings based on available evidence and identify any root causes.
Corrective Action	Develop appropriate corrective measures, including coaching, retraining, process improvements, disciplinary action, reassignment, or contract review where appropriate.
Communication	Provide the complainant with the outcome whenever legally permissible.
Closure	Target completion within 30 calendar days. Complex investigations may require additional time, up to 90 days.

6. Escalation Process

Recruitment Complaints

Recruiter → Recruitment Manager → Operations Manager → Company President

Client Service Complaints
Account Manager → Operations Manager →
Company President

Employee Relations Complaints
Immediate Supervisor → Human Resources → Operations Manager → Company President

Health and Safety Complaints

Supervisor → Health & Safety Representative (if applicable) → Operations Manager → Company President

Where required by law, complaints may be reported to the appropriate regulatory authority or government agency.

7. Documentation

All complaints shall be documented and maintained securely. Records should include:

- Date received
- Complainant information
- Description of complaint
- Investigation activities
- Supporting documentation
- Corrective actions
- Resolution date
- Escalation history

Complaint records shall be maintained in accordance with the company's records retention and privacy policies.

8. Confidentiality

Complaint information will be shared only with individuals who require access to investigate or resolve the matter.

All parties involved are expected to maintain confidentiality throughout the investigation process unless disclosure is required by law.

9. Non-Retaliation

Detail Service Inc. prohibits retaliation against any person who, in good faith:

- Reports a concern;
- Files a complaint;
- Participates in an investigation; or
- Acts as a witness.

Any employee found engaging in retaliation may be subject to disciplinary action up to and including termination of employment or contract.

10. Training

All employees shall receive training on this policy during onboarding.

Managers and supervisors responsible for investigations shall receive additional training regarding complaint handling, confidentiality, workplace investigations, and applicable employment legislation.

Annual refresher training shall be provided.

11. Continuous Improvement

Complaint trends will be reviewed regularly by management to identify opportunities for improvement in:

- Recruitment practices
- Client service
- Candidate experience
- Employee engagement
- Health and safety performance
- Operational processes
- Policy development

Corrective and preventive actions will be implemented where recurring issues are identified.

Appendix A

Complaints Quick Reference Guide

Step 1 – Receive the Complaint

- Listen carefully.
- Remain professional and impartial.
- Gather the facts.
- Record all relevant information.

Step 2 – Acknowledge

- Respond within one to two business days.
- Explain the investigation process.
- Advise expected timelines.

Step 3 – Investigate

- Review documentation.
- Interview involved individuals.
- Obtain supporting evidence.
- Maintain confidentiality.

Step 4 – Resolve

Possible outcomes include:

- Clarification or explanation
- Service recovery
- Additional training
- Process improvement
- Employee coaching
- Corrective or disciplinary action
- Contract review
- Other appropriate remedies

Step 5 – Close

- Notify the complainant of the outcome where appropriate. Complete all documentation.
- Record lessons learned.
- Monitor for recurring trends.

Document Control

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Date:_____

Approved By:_____

Revision History

Date	Version	Author	Summary of Changes
_____	1.0	Detail Service Inc.	Initial release tailoredfora recruitment and staffing company serving healthcare, oil & gas, and construction industries.