



Complaints Policy

Our contact details:

Registered Address: 19 Montpelier Avenue, Bexley, Kent, DA5 3AP

E-mail: info@sterlingwilliams.co.uk

Sterling Williams is committed to delivering a professional, transparent and high-quality recruitment service. If you have concerns about any aspect of our work, we encourage you to raise them so we can address the issue promptly and improve our service.

How to Raise a Complaint

You can submit a complaint by email to **info@sterlingwilliams.co.uk**. Please include:

- Your name and contact details
- A clear description of the issue
- Any relevant dates, documents or context

Acknowledgement

We will acknowledge your complaint within **five (5) working days**, confirming that it has been received and outlining the next steps.

Investigation

A senior member of the team will review the matter objectively. This may include speaking with you, reviewing internal records and gathering any additional information required.

Response & Outcome

We aim to provide a full written response within **ten (10) working days**. If the issue is complex and requires more time, we will update you with a revised timeline.

Escalation

If you are not satisfied with the outcome, you may request an internal review by a Director. We will provide a final written response once the review is complete.

Continuous Improvement

All complaints are reviewed periodically to help us strengthen our processes, improve service quality and uphold the standards set out in our Code of Professional Practice.