Client Complaints Policy

At Altum HR we are committed to delivering exceptional service to our clients. This policy outlines how we manage complaints to ensure concerns are addressed promptly, fairly, and constructively.

This policy applies to all clients who engage with our consultancy services, including retained HR support, recruitment, training, and advisory services.

What Is a Complaint?

A complaint is any expression of dissatisfaction about our services, communication, conduct, or outcomes, where a response or resolution is expected.

How to Make a Complaint

Clients can submit complaints via:

- **Email:** josie@altumhr.co.uk
- **Phone:** 01925 552 333

Please include:

- Your name and organisation
- Contact details
- A clear description of the issue
- Relevant dates, names, and supporting documents (if applicable)

Our Complaint Process

Step	Action	Timeframe
Acknowledgement	We confirm receipt of your complaint	Within 2 working days
Investigation	A senior consultant reviews the matter	Within 10 working days
Response	We provide a written outcome and resolution	Within 15 working days
Escalation	If unresolved, escalate to the Partner	Within 5 working days of our response

Learning and Improvement

All complaints are logged and reviewed regularly to identify service improvements. We use feedback to enhance our processes, training, and client experience.

Confidentiality

Complaints are handled confidentially and in accordance with data protection laws. Information is shared only with those involved in resolving the issue.