#### **Issue Communication**

The client raises issue with account management team A comprehensive list of contact numbers (including after hours numbers) for the account management team will be provided to the client and appropriate site representatives.



Immediate response by Randstad representative to discuss the issue /

# **Discussion & Analysis**

In conjunction with the client, the Randstad representative will gather background information, categorise issue/assess business impact, and identify who else should be involved in the process.



If complaint requires escalation, the client will receive a response from the Randstad Account Manager within 1 hour.

## **Agree Action Plan**

In agreement with the client, the Account Manager will formulate an action plan that minimises disruption to your business activities and that agrees on a deadline for rectification.



For serious concerns within 4 hours of notification.

All other concerns within 1 working day.

#### **Escalation**

If the issue is not resolved by the agreed deadline, your Account Manager will be informed immediately and agree further action.



For serious concerns within 4 hours of notification.

All other concerns within 1 working day.

### Serious Issues

All serious disputes / issues will be referred to the Executive Sponsor. A formal dispute resolution summary will be forwarded to the client outlining actions taken to resolve dispute and corrective actions to be implemented.



Within 24 hours of dispute resolution.