

# Gel Resourcing Limited

## Complaints Procedure

Last Updated: 17th June 2026

Gel Resourcing is owned by HR GO plc. The formal complaints policy and procedure is managed by Gel Resourcing and the principal management team within HRGO Plc.

RHL regard complaints as valuable opportunities for improvement and are committed to addressing any issues that arise, promptly and effectively

## Our commitment

- To provide a clear and easy-to-understand complaints procedure for candidates and clients.
- To ensure all candidates and clients know how and where to raise a complaint.
- To ensure all complaints are handled fairly and promptly.
- To learn from complaints to enhance the quality of our services.

## What Constitutes A Complaint?

A complaint is any expression of dissatisfaction, whether justified or not, regarding any aspect of your experience with RHL, its services, or employment as a worker. Complaints can be made by phone, email, or in writing.

## Confidentiality

All complaints will be treated confidentially and sensitively, and only shared with relevant personnel, in compliance with data protection laws.

## How to make a complaint

Complaints and/or comments regarding your experience with RHL, can be made in person or through the following methods:

**Email:** [info@hrgo.co.uk](mailto:info@hrgo.co.uk)

**Phone:** 01323 332355

**In writing:** Gel Resourcing Ltd, The Cedars, Church Road, Ashford, Kent, TN23 1RQ

### Receiving complaints:

Complaints will be accepted via the provided contact methods, listed above.

If you make a complaint via phone or in person, please also provide a written account by post or email so the complaint is recorded in your own words. If this is not possible, please provide full details about

your experience which will be fully noted down on your behalf and sent via email to you to confirm you accept what has been written. No investigation will begin until we have received this acceptance. Once your complaint has been received, the Gel Resourcing Operations Manager will review your complaint and record your name, contact information, and relationship to Gel along with the details of the complaint in the internal complaints log.

The Gel Resourcing Operations Manager will then, if needed, delegate an appropriate impartial individual to investigate the complaint and take relevant action.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

## Acknowledgement

You will receive an acknowledgment via email within five working days of your complaint, and the acknowledgment will state who from Gel is handling your complaint and an expected timeframe for a response.

## Investigation and Conclusion

The designated individual assigned to investigate the complaint will conduct a thorough and fair review of all aspects involved and, if necessary, consult with relevant parties to ensure a comprehensive conclusion is achieved.

You may receive further communication via email or phone, from the individual conducting the investigation if they require additional information or clarity from you.

You can expect a conclusion or a progress update within four weeks of the acknowledgement of the complaint. If further time is needed, you will be notified of the delay and the reason.

## Response

After investigation and once a conclusion has been achieved, a written response detailing the findings and any actions taken will be communicated to you. The Gel Resourcing internal complaints log will be updated, and the case will be closed.

## Improvement and Review

To ensure continuous improvement, Gel Resourcing will conduct regular reviews of logged complaints to identify trends or common themes.

When specific areas for enhancement are identified, we will implement a comprehensive action plan to address these issues. This may include updating best practices, introducing new processes, or providing training and development opportunities.

The Gel Resourcing Complaints policy and our internal process will be reviewed periodically to ensure its effectiveness.

For any questions about this policy, please reach out to the Gel Resourcing & HRGO Plc Operations Manager – [laura.crouzieres@hrgo.co.uk](mailto:laura.crouzieres@hrgo.co.uk)