



## **COMPLAINTS PROCEDURE**

An overview of how to log an official complaint to GreenTec

## **Making a Complaint**

GreenTec Recruitment we are dedicated to bring the best recruitment experience for candidates and employees, however if you feel that we have not met your expectations or have an issue with any of our processes please follow the complaints procedure below.

### **Our appointed Data Protection Officer is:**

Craig Charlton (GreenTec Managing Director)

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#### **Phase 1**

- The complaint is sent to [ccharlton@greentecrecruitment.com](mailto:ccharlton@greentecrecruitment.com) via email or by utilizing the online complaint form, accessed via: (Insert link)
- The complaint is received and forwarded on to the appointed Data Protection Officer for them to liaise with the person that has registered the complaint.
- The complaint is recorded securely for our records.

#### **Phase 2**

In the occasion that the customer/candidate/employee feels that the complaint has not been dealt with correctly or an adequate solution has not been reached, the complaint will then be passed to the Group CEO (Soren Hoeffler – [hoeffler@muehlhan.com](mailto:hoeffler@muehlhan.com))

#### **Phase 3**

If the customer/candidate/employee are still unhappy with the way their complaint has been dealt with or the outcome, then they are encouraged to take the complaint to the MCA who will act as an independent external reviewer:

#### **MCA**

Write to:

Maritime and Coastguard Agency, Spring Place, 105 Commercial Road, Southampton, SO15 1EG

Webpage: [www.dft.gov.uk/mca/](http://www.dft.gov.uk/mca/)

Email: [mlc@mcga.gov.uk](mailto:mlc@mcga.gov.uk)

Call the Head Office: 0203 817 2000.