

Complaints Contact Statement

Eden Staffing Group

Last updated: 03/08/2026

1. Our commitment

Eden Staffing Group is committed to providing a professional, fair and respectful service to dental practices, candidates, workers and business contacts.

We understand that from time to time, concerns or complaints may arise. We take complaints seriously and aim to handle them fairly, promptly and professionally.

2. Who can make a complaint?

A complaint may be made by:

- A candidate
- A temporary worker or agency worker
- A dental practice or client
- A business contact
- A website user
- Any person affected by Eden Staffing Group's service or communication

3. What complaints may be about

Complaints may relate to matters such as:

- Communication from Eden Staffing Group
- Candidate registration or compliance checks
- Temporary shift arrangements
- Client booking issues
- Timesheets or payment concerns
- Invoicing or cancellation issues
- Conduct or behaviour
- Data protection concerns
- Equal opportunities, discrimination or harassment concerns
- Safeguarding or welfare concerns
- General service concerns

4. How to make a complaint

Complaints should be made in writing where possible so that we can understand the issue clearly and keep an accurate record.

Please contact:

Eden Staffing Group

Email: admin@edenstaffinggroup.co.uk

When making a complaint, please include:

- Your full name
- Your contact details
- Whether you are a candidate, worker, client, practice or other contact
- A clear summary of the complaint
- Dates, times or names involved where relevant
- Any supporting documents, messages or evidence
- What outcome you are hoping for

5. How we will handle complaints

Eden Staffing Group will aim to:

- Acknowledge receipt of the complaint within **3 working days**
- Review the information provided
- Ask for further details if needed
- Investigate the complaint fairly and confidentially where possible
- Keep appropriate records
- Provide a response within **14 working days**, where possible

If the complaint is complex or requires more time, we will let you know and provide an update.

6. If the complaint is about the Director

Eden Staffing Group is currently managed by the Director. If a complaint is about the Director personally, Eden Staffing Group will take steps to ensure the complaint is handled as fairly as possible.

Where appropriate, the complaint may be reviewed by an independent person, such as:

- An external HR consultant
- A legal adviser
- A professional business adviser

- An accountant
- A suitable independent professional
- Another appropriate third party who is not directly involved in the complaint

The purpose of involving an independent person is to provide a fair review and help ensure the complaint is handled professionally.

7. Confidentiality

Complaints will be handled as confidentially as possible.

Information will only be shared with people who need to be involved in reviewing, investigating or resolving the complaint.

There may be situations where Eden Staffing Group is required to share information with a third party, regulator, legal adviser, safeguarding authority or other appropriate organisation.

8. Safeguarding, serious misconduct or urgent concerns

If a complaint involves safeguarding, abuse, exploitation, serious misconduct, discrimination, harassment, sexual harassment, modern slavery, criminal behaviour or risk of harm, Eden Staffing Group will treat the matter seriously.

Where necessary, the matter may be escalated to the relevant authority, regulator, client practice, safeguarding lead, police, legal adviser or other appropriate organisation.

If there is an immediate risk of harm or danger, please contact emergency services by calling **999**.

9. Data protection complaints

If your complaint relates to how Eden Staffing Group has handled your personal data, please contact us first so we can review the concern.

Email: [**admin@edenstaffinggroup.co.uk**](mailto:admin@edenstaffinggroup.co.uk)

If you are not satisfied with our response, you may have the right to contact the Information Commissioner's Office, which is the UK regulator for data protection matters.

10. Recruitment agency concerns

If you are an agency worker or candidate and believe that Eden Staffing Group has breached recruitment agency rules or your agency worker rights, you should contact Eden Staffing Group first where possible so we can try to resolve the matter.

If the matter cannot be resolved, or if you feel unable to raise it directly with us, you may be able to contact the relevant government body responsible for recruitment agency standards.

11. No unfair treatment

Eden Staffing Group will not treat anyone unfairly for raising a genuine complaint or concern in good faith.

We expect all parties involved in a complaint to communicate respectfully and honestly.

12. Outcome of complaints

Depending on the nature of the complaint, Eden Staffing Group may take action such as:

- Providing an explanation
- Correcting an error
- Apologising where appropriate
- Updating records
- Reviewing a process or policy
- Taking action in relation to conduct
- Referring the matter to an external adviser or authority
- Ending a client, candidate or worker relationship where necessary

13. Record keeping

Eden Staffing Group will keep a record of complaints, investigations, outcomes and any actions taken.

Complaint records will be stored securely and handled in line with our Data Protection Policy and Privacy Policy.

14. Review

This Complaints Contact Statement will be reviewed regularly and updated where necessary.

15. Contact us

For complaints or concerns, please contact:

Eden Staffing Group

Email: **admin@edenstaffinggroup.co.uk**

Website: www.edenstaffgroup.co.uk