

JDR. Worker Complaint Policy

Worker Complaints

Process, Rights and JDR's Commitment

JDR Recruitment Ltd. places significant value on the feedback and welfare of every agency worker on assignment. Workers engaged through a contract for services have the same right to be heard, taken seriously, and responded to through a clearly structured process as any worker in our business.

Step 1

Raise with dedicated contact:

Every worker on this lot has a named, dedicated JDR Account Manager or Team Leader from day one. The first step for any concern — pay, working conditions, conduct, dignity at work — is to raise it with their dedicated contact. In most cases this achieves rapid resolution.

Step 2

Escalation to Senior Operations Manager:

If unresolved at first contact, or inappropriate to raise there, the worker can escalate to Gary Brown or Robbie Jess, who will review the matter independently and without prejudice.

Step 3

Escalation to HR Director:

If still unresolved, the worker can escalate to Katie Barrett (HR Director), who has responsibility for JDR's worker policies, Grievance Policy and Dignity at Work framework.

Step 4

Confidential Helpline:

Workers can contact JDR's confidential helpline: info@jdr.co.uk at any

stage, for matters they do not feel comfortable raising through normal channels.

Right to be accompanied:

Workers have the right to be accompanied at any grievance or complaint meeting by a colleague or trade union representative. JDR actively supports this right.

All workers are made aware of this process at onboarding through JDR's Worker Handbook. Complaints data is reported to NICS HR in the monthly MI submission as required by Section 8.2, anonymised in compliance with GDPR.

Document Control:

Policy Owner:	Gary Brown
Approved By:	Ria McAdam-Lawlor
Effective Date:	20/08/2026
Review Date:	07/12/2026