MARICE RECRUITMENT AGENCY LTD
EMPOWERING CARE, SUPPORTING OPERATIONS, ENSURING EXCELLENCE.

Client and Worker Feedback Policy

Policy Control Information

Item	Details
Policy Title	Client and Worker Feedback Policy
Policy Reference	MRA-POL-009
Policy Owner	MRA Ltd
Designated Safeguarding Lead	Operations Manager, Healthcare Staffing
Version	0.2
Approved By	Managing Director
Issue Date	25/11/2026
Review Date	Annually, and after any change in the law, a serious incident or an audit finding

1. Policy Statement

Marice Recruitment Agency Ltd ("the company") actively asks for feedback from the clients it serves and the workers it supplies, and uses it to improve. Positive feedback tells us what to keep doing; critical feedback tells us what to change.

2. Purpose

To set out how feedback is collected, recorded, answered and used, so that clients and workers can see that their views lead to action.

3. Scope

This policy applies to feedback from clients, workers, candidates and, where it reaches the company, the people receiving care or services at client sites, across Healthcare Staffing, Warehouse, Logistics and Cleaning Services.

4. Types of Feedback

- Compliments
- Suggestions for improvement
- Concerns that are not formal complaints
- Survey responses
- Comments on individual assignments or workers

Feedback that is a complaint is handled under the Complaints Policy (MRA-POL-008). Feedback that raises a safeguarding concern is handled at once under the Safeguarding Adults and Child Protection Policy (MRA-POL-006).

5. How Feedback Is Collected

From	How
Clients	Check-in calls after a new worker's first shifts, a satisfaction survey at least every six months, account reviews, and comments on timesheets
Workers	Check-in after the first assignment, a survey at least every six months, exit conversations, and open contact with their consultant
Anyone	Email to info@maricerecruitment.co.uk, phone on 020 8013 1881, or the website

6. Recording

All feedback is recorded in the Feedback Log with the date, source, summary, the person responsible and the action taken. Comments about individual workers are also added to their file.

7. Responding to Feedback

Feedback that needs a reply is acknowledged within 3 working days. Where feedback leads to a change, the company tells the people affected what it has done, for example through a short "You said, we did" summary to clients and workers.

8. Worker Protection

Workers will not be offered fewer shifts or treated less favourably because they gave honest feedback. Feedback from clients about a worker is shared with the worker fairly and gives them a chance to respond before any decision is made about them.

9. Governance and Oversight

The DOQA Department Head reviews the Feedback Log every month, reports trends and actions to the Managing Director every quarter, and uses the results in the Quality Assurance and Governance Policy (MRA-POL-014). The Managing Director has overall accountability.

10. Confidentiality and Accessibility

Feedback can be given anonymously. Personal data in feedback is handled under the Data Protection and Confidentiality Policy (MRA-POL-010). The company will help anyone who needs support to give feedback, for example because of a disability or language need.

11. Review

This policy is reviewed every year.