



If you have a complaint about SYM Crew please write to:

Victoria YOUNG,
SYM Crew,
B51 – La Capitainerie,
Port Camille Rayon,
06220 Golfe Juan, France

by registered mail.

1. We will send you a letter or email, acknowledging your complaint and confirming its receipt.

You should expect to receive this confirmation within 7 working days of us receiving your complaint.

2. We will then record your complaint in our central register and start to investigate on your behalf.

This is likely to involve the following steps :

- Examining your records to ascertain the sequence of relevant events
- Asking the member of staff with whom you dealt to provide a written response

3. A full response to your complaint will be drafted by Victoria YOUNG or the recruiter who is dealing with your file. If appropriate, Victoria may wish to discuss the events surrounding your complaint directly with you, and, if appropriate, offer an apology.

4. We aim to acknowledge, investigate and resolve all complaints within 14 working days of receipt.

Registered office: B51 – La Capitainerie, Port Camille Rayon, 06220 Golfe Juan, France