



Inplace Personnel Services Limited Complaints Policy & Procedure

Complaints Policy

Inplace Personnel Services Limited (IPSL) is committed to providing a high-level service to our Clients / Employees & Workers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact George S Paterson, Operations Director, by phone 01623 274005 or email - George@inplacepersonnel.com in the first instance so that we can try to resolve your complaint informally. If you leave your contact details George S Paterson will return your call.

If the complaint cannot be resolved informally the complaint will be upgraded to a formal complaint. In the first instance, you will need to write to the Directors at Inplace Personnel Services Limited, 4 Market Chambers, 29 Market Place, Mansfield, Notts, NG18 1JB, and or email your complaint to George@inplacepersonnel.com.

Next steps

1. IPSL will send you a letter acknowledging your complaint and asking you to confirm or explain the details of your complaint, if this has not already happened. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 working days of upgrading your complaint from Informal to a Formal Complaint.
2. A formal investigation will then be conducted by the person dealing with your complaint.
 - IPSL may ask you to attend a meeting to discuss your complaint in more detail
 - All IPSL staff mentioned in your complaint will be asked to provide a statement in reference to the complaint allegations
 - If your complaint is made against a Hiring Client then a Director of IPSL will meet with the Hiring Client to discuss your complaint with the client.

It is anticipated that the investigation will be completed within 10 working days.

3. The individual dealing with your complaint, will then invite you to meet them to discuss and hopefully resolve your complaint. He will do this within 5 business days of the end of our investigation.
4. Within 5 days of the meeting an IPSL Company Director will write to you to confirm what took place and any solutions that has been agreed with you.

- If you do not want a meeting or it is not possible, a Company Director will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. He will do this within 5 days of completing the investigation.
5. At this stage, if you are still not satisfied you can write to us again. An alternative Director, not involved in the initial complaint, will review your complaint within 10 days.
 6. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked, for the attention of the **Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.**

If we have to change any of the time scales above, we will let you know and explain why.

7. All data provided and collected during the course of an investigation will be stored securely, with access being limited to the person dealing with your complaint and the company directors.
8. On completion of the complaint IPSL will secure the data collected for a maximum of 1 year from the end of the complaint.
9. All information provided / collected will be used if the complaint leads to any form of legal action on part of either party.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

George S Paterson

**Mr George S Paterson FIRP
Operations Director**