

Inplace Personnel Services Limited

Complaints 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 IPSL 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 by phone 01623 274005 or email - George@inplacepersonnel.com in the first instance so that we can try to resolve your complaint informally.

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.

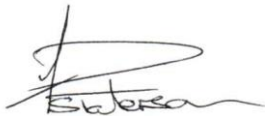
Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details of your complaint. 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 us receiving your complaint.
2. We will record your complaint within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 business days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. George Paterson, Operations Director, will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 business days of the end of our investigation.

6. Within 2 days of the meeting George Paterson will write to you to confirm what took place and any solutions he has agreed with you.
 - If you do not want a meeting or it is not possible, George Paterson will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.
7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review your complaint within 10 days.
8. 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.

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



**Mr George S Paterson FIRP
Director**