

# PeoplePlus Group Limited Complaints Policy

In this policy, 'we', 'us' and 'PeoplePlus' means:

PeoplePlus Group Limited. 19-20 The Triangle, Ng2 Business Park, Nottingham, NG2 1AE.

PeoplePlus Group Limited is the owner of this Website and the PeoplePlus trademark and brand, and 'you' means the user of this Website. We reserve the right to withdraw all or part of the Website at any time

## Introduction

PeoplePlus is committed to providing the best possible service that we can. We hope to make your experience with PeoplePlus or our partners an excellent one and we welcome your comments, suggestions, and details of satisfaction regarding your experience of the Company. However, we recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers with regard to their satisfaction or dissatisfaction with the service they have received. Accordingly, we have developed a web Complaints Policy which explains our broad approach to the handling of all complaints and positive feedback and also provides clear information on how complaints will be handled.

## Aims

We aim to ensure that all complaints are dealt with seriously and impartially and are responded to promptly, regardless of the nature of the complaint. We will draw on information received from customer comments and complaints to improve our services and products.

We will:

- Aim to put things right quickly for our customers when they go wrong.
- Keep our customers informed of the progress of their complaint and the results of any investigation.
- Seek to learn from each complaint to improve future performance.
- Set performance targets for responding to complaints and monitor our performance against these targets.
- Evaluate positive feedback and compliments to spread best practice across our delivery sites (including partners).

## Formal Complaints Procedure

### Stage 1

In the first instance, you should contact the Customer Service Team at [customerexperience@peopleplus.co.uk](mailto:customerexperience@peopleplus.co.uk) stating the nature of your complaint and providing as much detail as possible.

The Customer Service Team will allocate your complaint to the relevant division within PeoplePlus and allocate a unique reference number which should be quoted in all correspondence.

You can expect your complaint to be acknowledged within 5 working days of receipt. You should get a response and an explanation within 15 working days.

Note: For complaints about the ILS service, you should submit your complaint via the ILS contact form:

[www.peopleplus.co.uk/contact](http://www.peopleplus.co.uk/contact) stating the nature of your complaint and providing as much detail as possible.



Please note that complainants may be asked to follow a specific process, such as completing a form, but will be notified of any such process by return email.

## Stage 2

If you are not satisfied with the initial response to the complaint, then you can ask for the response to your complaint to be reviewed. To do this, you should contact the Customer Service Team at [customerexperience@peopleplus.co.uk](mailto:customerexperience@peopleplus.co.uk) stating why you are unhappy with the response. The Customer Service Team will escalate the complaint to a senior manager within the relevant division.

You can expect your complaint to be acknowledged within 5 working days of receipt. In normal circumstances, you should get a response and an explanation within 15 working days. However, if the complaint is complex, this may extend the days before a response is received, in this event we will write to you to confirm this.

## Stage 3

If you are not satisfied with the subsequent reply from the senior manager, then you have the option of writing to the relevant director for that division, stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from the senior manager. The letter should be sent to the Customer Service Team at [customerexperience@peopleplus.co.uk](mailto:customerexperience@peopleplus.co.uk)

The Divisional Director (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

## Monitoring and Review

We will regularly review the complaints we receive to identify any trends and make changes to our organisational processes as a result.

We will review our Complaints Policy at regular intervals.

