

Complaints Handling Procedure

1. Purpose & Scope

This policy is designed to provide a clear statement of intent to help you, our client to resolve your complaint as quickly as possible. Our aim is to deliver the highest possible service level throughout our business including the way we receive and manage complaints.

2. What is a complaint?

A statement that something is unsatisfactory or unacceptable whether justified or not. Sometimes a problem can be resolved quickly by simply speaking to a member of our Senior Management team or a member of the relevant department. However, a full complaints procedure review may be required should the staff member considering the matter believe it is necessary in order to respond to the issue raised.

3. Our Standards

- We will treat complaints seriously.
- You will be treated professionally and with courtesy at all times.
- Acknowledgement of your complaint will be sent within 5 working days.
- We will deal with your complaint promptly.
- We will keep you up to date and let you know when we expect to be able to reply

4. How to complain

Complaints can be made in a variety of ways including; by phone, email or letter. Where possible we request that complaints are made in writing, so the details of the complaint are clear and complete.

What information is required when making a complaint:

- Your Full Name & contact details
- Business name
- Nature of the complaint
- Copies of supporting documents

5. How to contact us

Post:

Privacy Complaints Officer
PlusHR
Enterprise House, Ocean Way
Southampton
SO14 3XB

Telephone: 0203 751 4421

Email: info@plushr.com

6. Data Protection

All complaints received are treated with confidentiality and in accordance with the requirements of the General Data Protection Regulation 25th May 2018.

7. What to do if you remain dissatisfied?

We aim to resolve complaints at the earliest possible opportunity. If you remain dissatisfied with this resolution/policy, have queries about our data protection procedures or wish to lodge a complaint, please contact the company in the first instance. Thereafter you have the right to submit a complaint to the Supervisory Authority, the Information Commissioner's Office (ICO):

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF