



Company Name:	ON-DEMAND PEOPLE (“the Company”)
Policy No.:	
Policy Name:	Complaints Policy and Procedure
Date:	April 2024

Complaints Policy

ON-DEMAND PEOPLE is committed to providing a high level of service to our customers. 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 the HR Department by phone at 0161 399 2896 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied, please contact the director. You can write to him/her at: office@on-demandpeople.co.uk.

Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. 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 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 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 to receive their reply.
5. The director will then invite you to meet him/her to discuss and hopefully resolve your complaint. S/he will do this within 5 days of the end of our investigation.

6. Within 2 days of the meeting the director will write to you to confirm what took place and any solutions s/he has agreed with you.
 - If you do not want a meeting or it is not possible, the director will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. S/he will do this within 5 days of completing his/her investigation.
7. 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 must change any of the time scales above, we will let you know and explain why.