

Company Name:	IntaPeople Ltd
Policy Name:	Complaints Policy and Procedure
Date:	31/01/2023
Version:	5

Complaints Policy

IntaPeople Ltd is committed to providing a high level 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 e-mail our complaints department in the first instance so that we can try to resolve your complaint informally, e-mail: complaints@intapeople.com

Next steps

1. We will send acknowledgement that your complaint has been received and ask you to confirm or explain the details set out. We will also request that a senior member of staff deal with the complaint, and we will let you know the name of that person. You can expect to receive this within 5 days of us receiving your complaint.
2. We will record your complaint in our complaints register within a day of having received it.
3. We will respond to your reply (confirming details of the complaint) and verify what will happen next. You can expect to receive our acknowledgement within 5 days of your reply.
4. The person dealing with the complaint will contact you to let you know what they are going to need to investigate the matter.
5. We will then send you a detailed reply to your complaint within 5 days of completing the investigation. This will include suggestions for resolving the matter.
6. At this stage, if you are not satisfied, you can write to:

Philip Handley – Managing Director
IntaPeople Ltd
2nd Floor, Longcross Court
47 Newport Road
Cardiff
CF24 0AD

p.handley@intapeople.com who will review the decision within 10 working days of receipt.

7. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons.

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.

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