

COMPANY POLICY DOCUMENT

Complaints Procedure

How to raise a complaint with People Group Services Limited, what we will do about it, and where you can take it if you remain dissatisfied.

Policy owner	Complaints Officer, People Group Services Limited
Approved by	The Board of Directors
Version	2026.8 (supersedes the previous undated procedure)
Effective date	21 August 2026
Next scheduled review	21 August 2027, or earlier on a material change in law or regulatory guidance
Applies to	Clients, hirers, recruitment agency partners, employees, workers, contractors, candidates and suppliers
Classification	Public – published on the Company policy portal

Why this procedure has been rewritten

The previous procedure predated the statutory data protection complaints duty and did not cover it at all. From **19 June 2026**, section 164A of the Data Protection Act 2018, inserted by section 103 of the Data (Use and Access) Act 2025, requires every controller to operate a complaints process, with a **30-day acknowledgement duty** and no exemptions.

It also offered fax as a channel, gave an incomplete FREEPOST address, and set no route for escalation beyond the Company.

This version adds the statutory data protection route, a two-stage internal process with defined timescales, and the external escalation routes that now apply – including the **Fair Work Agency**, established on 7 April 2026.

1. Our commitment

People Group Services Limited ("People Group") aims to provide a responsive and timely service to all our clients, customers, workers and contractors. When we get something wrong we want to know, and we would rather hear it from you directly than not at all.

We promise to:

- treat all complaints seriously and deal with them properly;
- make it easy to complain, and not require any particular form of words;
- resolve complaints promptly, and tell you honestly if something will take longer;
- never treat anyone less favourably because they have complained;
- learn from complaints and take action to improve our service.

2. Who can complain, and about what

Anyone who deals with us can complain: employees, workers, contractors, candidates, clients, hirers, recruitment agency partners and suppliers. A complaint can be about anything we have done or failed to do, including:

- the service you have received from us;
- pay, deductions, holiday pay, pensions or your payslip;
- how we have handled your personal data (see section 6);
- the conduct of a member of our staff;
- delay, poor communication, or a failure to do what we said we would do;
- the accessibility of our services.

*This procedure does not cover everything. If you want to **report wrongdoing** rather than complain about service – for example suspected fraud, bribery, modern slavery or a breach of law – use our Whistleblowing Policy, which offers confidentiality and statutory protection. If you are an employee raising a workplace issue about your own employment, our Grievance Procedure may be the better route. If you are unsure, complain here anyway and we will direct it correctly.*

3. How to make a complaint

You should aim to give us as much relevant information as possible so that we can deal with your complaint promptly, and please include your contact details in case we need to ask you anything.

Complaints Officer, People Group Services Limited

Online: the complaint form on our portal at peoplegroupservices.com

Email: clientcare@peoplegroupservices.com

Telephone: 0345 034 1530 – we will record the complaint for you and send you a written summary to confirm we have understood it

Post: The Complaints Officer, People Group Services Limited, Three Horseshoes Walk, Warminster, Wiltshire BA12 9BT

What helps us

- what happened, and when;
- who you dealt with, if you know;

- any reference number, assignment or payslip date that relates to it;
- what you would like us to do to put it right.

If you need support to make a complaint — because of a disability, because English is not your first language, or for any other reason — tell us and we will make reasonable adjustments. You can ask someone to complain on your behalf, and we will deal with them once we have your authority.

4. What happens next

Stage	What we do	Timescale
Acknowledgement	We confirm we have received your complaint, give you a reference, name the person handling it and indicate how long a full response will take.	Within 5 working days . For a data protection complaint, within 30 days at the latest, as required by statute.
Stage 1 — investigation	The Complaints Officer allocates the complaint. The manager responsible for the area concerned carries out a detailed investigation.	Full reply within 10 working days in most cases.
If it will take longer	We contact you again, explain why, and tell you when you will receive a full response. We keep you updated at least every 10 working days until it is resolved.	As soon as we know, and before the original deadline passes.
Stage 2 — review	If you are dissatisfied with the Stage 1 outcome, ask for a review. A Director who has not been involved will review the complaint and the way it was handled.	Request a review within 20 working days . We respond within 20 working days of your request.
Final response	We set out our conclusion, how we reached it, what we are putting right, and your external escalation routes.	At the close of Stage 2, or Stage 1 if you do not seek a review.

If you have not received an acknowledgement within five working days of submitting your complaint, please contact the Complaints Officer, as it may not have reached us.

5. How complaints are handled internally

- all complaints are managed by the **Complaints Officer** and logged on a central register;
- the manager responsible for the area to which the complaint relates carries out the investigation;
- no one investigates a complaint about their own conduct or their own decision;
- the **Managing Director** takes a personal interest in each complaint;
- where a complaint reveals a problem affecting more than one person, we identify who else is affected and put it right for them too, without waiting for them to complain;
- complaint volumes, themes, outcomes and remedial actions are reported to the Board.

6. Data protection complaints

A statutory right since 19 June 2026

Section 164A of the Data Protection Act 2018 gives you a right to complain **directly to us** if you believe we have processed your personal data in breach of data protection law. There are no exemptions for any organisation.

You are expected to raise the matter with us **first**. The Information Commissioner's Office may decline to act on a complaint that has not been put to the controller.

For a data protection complaint we must, and will:

- 1 provide an accessible way to complain, including an electronic form and at least one alternative route;
- 2 **acknowledge receipt within 30 days** — in practice we aim for five working days;
- 3 make appropriate enquiries into the subject matter without undue delay, and keep you informed of progress;
- 4 tell you the outcome, with enough detail for you to understand how we reached it;
- 5 tell you how to escalate to the ICO if you remain dissatisfied.

You do not need to have made a subject access request first, and you do not need to mention data protection law or cite any section. If a complaint raises both a data protection issue and a service issue, we handle both and apply the **shortest applicable deadline** across the whole complaint.

Data protection complaints can be sent to **compliance@peoplegroupservices.com**, or through any of the routes in section 3, and will be passed to the Data Compliance Team.

7. If you remain dissatisfied

Completing our internal procedure is not a precondition of going elsewhere, and nothing here prevents you from approaching a regulator, a court or a tribunal at any time. Depending on the subject matter, the following may be able to help:

Subject	Where to take it
Personal data and privacy	The Information Commissioner's Office — ico.org.uk , 0303 123 1113, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Being reconstituted as the Information Commission.
Employment agency conduct, labour exploitation and gangmaster licensing	The Fair Work Agency, established 7 April 2026, which took over the functions of the Employment Agency Standards Inspectorate and the Gangmasters and Labour Abuse Authority.
National Minimum Wage and unpaid wages	The Fair Work Agency, and HMRC where National Minimum Wage enforcement has not yet transferred. Acas provides free, impartial advice on 0300 123 1100.
Tax, PAYE and National Insurance	HMRC.
Workplace pensions	The Pensions Regulator for employer duties; the Pensions Ombudsman for a complaint about your own pension.
Employment rights generally	Acas, and the Employment Tribunal. Strict time limits apply, usually three months less one day, and early conciliation through Acas is normally required first.
Accreditation standards	Our accreditation body, where our conduct falls within its code. Details are available from the Complaints Officer.
Modern slavery or labour exploitation	The Modern Slavery and Exploitation Helpline on 08000 121 700, or the police on 999 in an emergency.

Complaining to us does not pause any external time limit. If a tribunal or statutory deadline may apply to your situation, take advice early rather than waiting for our process to conclude.

8. Putting things right

Where we have got something wrong, the remedy should match the harm. Depending on the circumstances we may:

- apologise, and explain what went wrong and why;
- correct the error, including reissuing a payslip or making a corrective payment without delay;
- correct or delete personal data, and tell anyone we shared it with;
- change a process, system or training so that it does not happen again;
- reimburse a loss you have incurred as a direct result of our error.

9. Unreasonable and repeated complaints

Very occasionally, the way a complaint is pursued makes it impossible to handle fairly — for example where the same matter is resubmitted after a final response with no new evidence, or where contact becomes abusive toward our staff. In those cases we may restrict contact to a single named channel, or decline to correspond further on a matter already concluded.

We will always tell you in writing if we do this, explain why, and tell you how to challenge the decision and how to escalate externally. We do not treat a complaint as unreasonable simply because it is persistent, forcefully expressed, or because we disagree with it.

10. Records, confidentiality and learning

- complaints records are held for six years from closure, in line with our Data Retention Policy;
- personal data in a complaint is processed in line with our Data Protection and Privacy Policy, and shared internally only with those who need it to investigate;
- we report volumes, themes, outcomes and remedial actions to the Board;
- where a complaint identifies a systemic issue, the fix is tracked to completion, not just recorded.

11. Review

This procedure is reviewed at least annually, and sooner where there is a material change in law or regulatory guidance. The current version is always published on our policy portal.

12. Declaration

This Procedure is approved by the Board of Directors of **People Group Services Limited**, Company Number 11570329.

Version: 2026.8 | **Effective:** 21 August 2026 | **Supersedes:** the previous undated procedure
Next scheduled review: 21 August 2027



Signed for and on behalf of the Board of Directors

Date
21 August 2026