

## Complaints Policy and Procedure:

### Document Details

Version	Modifications	Author	Date of last update
0.1	N/A	Tom Liptrot	March 2019
0.2	N/A – Reviewed and deemed no changes required	Tom Liptrot	March 2020
0.3	N/A – Reviewed and deemed no changes required	Tom Liptrot	March 2021
0.4	N/A – Reviewed and deemed no changes required	Tom Liptrot	March 2022
0.5	N/A – Reviewed and deemed no changes required	Tom Liptrot	March 2023
0.6	N/A – Reviewed and deemed no changes required	Tom Liptrot	March 2024
0.7	Heena Panesar added as complaints contact	Heena Panesar	March 2025
2.25	N/A – Reviewed and deemed no changes required	Tom Liptrot	October 2025

Target Audience	All internal and external staff (Permanent and Agency), Contractors and Visitors
How is the Policy communicated to users?	At induction, staff appraisals, included within resources for new candidates and via the Futures website
Review interval (years)	1 year
Date of next review (month and year)	October 2026
To be read alongside	Additional Standards, Policies & Procedures, e.g. Equal Opportunities, Whistleblowing and Social Value

## Complaints Policy

Permanent Futures Limited "Futures" is committed to providing a high-level service to all our customers.

Compliments and comments about the service provided are of great value to us and we welcome you to provide these either verbally, or in writing.

Compliments and comments enable us to:

- Understand that our service is of satisfaction to our clients, customers and workers
- Provide positive feedback to our staff
- Influence our organisational and service development

*Definition: A statement that something is unsatisfactory or unacceptable.*

Our complaints policy enables us to:

- Have a clear and consistent approach to dealing with anyone who wishes to make a complaint
- Ensure all our employees are aware of this policy and understand how to proceed if a complaint is received
- Make sure all complaints are investigated and responded to in a timely manner
- Learn from feedback and improve the service moving forwards

## Complaints Procedure

If you have a complaint, please contact our Finance Director, Heena Panesar. You can write to Heena at:

19 New Street  
Horsforth  
Leeds  
LS18 4BH

Or email at:

[Heena.panesar@futures.co.uk](mailto:Heena.panesar@futures.co.uk)

Please mark your envelope "Strictly Private and Confidential" or flag your email as "confidential".

**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 working 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 acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 working 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 from receiving their reply.
5. The Finance Director will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting the Finance Director will write to you to confirm what took place and any solutions he has agreed with you. If you do not want a meeting or it is not possible, the Finance Director will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He/she will do this within 5 days of completing his 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 Professional Standards Team, REC, 15 Welbeck Street, London W1G 9XT.
8. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Enterprise & Regulatory Reform.

If we have to change any of the time scales above, for example for holidays etc, 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.**