



Inplace Personnel Services Complaints Procedure

Complaints Policy

Inplace Personnel Services Limited is committed to providing a high-level service to our clients / employees & workers. If you do not receive satisfaction from Inplace 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 a Manager by phone 01623 274005 or email – enquiries@inplacepersonnel.com in the first instance so that we can try to resolve your complaint informally. We may request that further information pertaining to your complaint be sent in writing

If the complaint cannot be resolved informally the complaint will be upgraded to a formal complaint. In the first instance, you will need to write to the Operations Director at Inplace Personnel Services Limited, 4 Market Chambers, 29 Market Place, Mansfield, Notts, NG181JB, or email your complaint to andy@inplacepersonnel.com

Next steps

1. We will respond to you acknowledging your complaint and ask you to confirm or explain the details of your complaint if you haven't already done this. We will also let you know the name of the person who will be dealing with your complaint. We will do this within 5 working days of receiving your formal complaint.
2. We will formally record your complaint within a business day of having received it.
3. We will then start to investigate your complaint. This will normally involve the following steps;
 - a. We may ask / interview the member of staff who you are complaining about for their views of the complaint against them
 - b. We may need to speak to any 3rd parties that are involved in your complaint
 - c. We may ask you to attend a meeting in our office or contact you directly to discuss the complaint.
 - d. We will collate all relevant information in regards to your complaint, this will be

kept on file for a minimum of 12 months regardless of the outcome of the complaint

- e. We aim to do this within 10 days of receiving your formal complaint. Please be aware that if we cannot do this in 10 days, we will contact you and explain why this is not possible

5. The Operations Director, may invite you to meet him to discuss the information collated from investigating your complaint and hopefully resolve your complaint. We aim to do this within the 10 days of investigating your complaint or advise you if this may take longer.

6. Within 2 days of any potential meeting, the Operations Director will write to you to confirm what took place and any solutions he has agreed with you. The Operations Director will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation or after any potential meeting.

7. At this stage, if you are still not satisfied you can write to us again to appeal any decision the Operations Director may have made. Another Director of the company will review your complaint within 10 days.

8. At this stage, if you are still not satisfied you can write to the ALP, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, ALP, Camberley House, 1 Portesbery Road, Camberley, Surrey, GU15 3SZ.

If we have to 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.



Mr A M Wood
Operations Director
Inplace Personnel Services Limited