



Customer Complaints

We very much want your experience of our service to be a good one and all of our people will do their very best to make you feel comfortable and supported.

We treat all complaints very seriously and as a customer you have the right to complain if you feel or believe you have not received the level of service we have agreed, have been treated unfairly or unequally.

You can make your complaint in a number of ways

- Telephone Call
- Electronic notification i.e. email or fax
- Letter notification

You should make your complaint to:

Post: Complaints Manager
Pinnacle People
17th Floor, One Croydon
12-16 Addiscombe Road
Croydon
CR0 0XT

Email: customer.service@pinnaclepeople.co.uk

Tel: 0800 088 4000

Fast Resolution

We will aim to resolve your complaint within two working days from receiving the complaint:

- If the solution offered by the complaint owner meets with the satisfaction of the complainant and a verbal acceptance of the solution is received from the complainant the issue can be quickly resolved.
- The Complaint Owner confirms in writing to the Complainant the agreed solution.

If your complaint cannot be resolved quickly and/or the solution offered to the complainant is deemed unsatisfactory or further investigation is required, we will extend the time to investigate the complaint. The complaint owner will undertake a thorough investigation, considering all the points raised in the complaint to prepare a response.

Complaint Acknowledgement

If the complaint cannot be resolved within two working days and requires further investigation, an acknowledgement letter will be despatched to the complainant by the complaint owner.



Extended Complaint Resolution

We will write to you with the outcome of our findings and our proposed solution to satisfy the complaint within 5 working days from our letter of acknowledgement

If the solution offered by the complaint owner meets with the satisfaction of the complainant. The Complaint Owner confirms in writing the acceptance of the Complainant to the agreed solution.

If you remain unsatisfied with the proposed solution and related actions, you should inform the complaint owner of the reason for your dissatisfaction within 2 working days.

Escalated Complaint Action

On receipt of this the Complaint Owner will escalate your complaint to the next level of line management and/or Prime as appropriate for review. A senior manager will review your complaint, review the information established from the investigations and the resolution offered. They will write to you within 5 working days with the outcome of their review and findings. As part of this review the senior manager has the authority and discretion to recommend that necessary changes be made to our internal processes and procedures.

Post Escalated Complaint Action

After the Escalated Complaint Action and you remain unhappy with our final response, you should take your case directly to the DWP Independent Case Examiner (ICE) who will carry out an independent investigation of the complaint.

ICE can be contacted by:

- Telephone (local call rate): 0845 606 0777
- Website: www.ind-case-exam.org.uk
- Writing to:
The Independent Case Examiner
PO Box 209
Bootle
L20 7WA