



## 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
- Email
- Letter
- Via our website

You should make your complaint to:

Post: Complaints Manager  
Pinnacle People  
21a East Street  
Bromley  
London  
BR1 1QE

[Email: customer.service@pinnaclepeople.co.uk](mailto: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 will be dispatched to the complainant by the complaint owner. The acknowledgement will confirm that a response will be provided within 5 working days.



## 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 as confirmed in our acknowledgement.

If the solution offered by the complaint owner meets with the satisfaction of the Complainant the Complaint Owner will confirm 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, a further acknowledgement will be sent outlining the timescale in which you can expect to receive a response. This will usually be within 5 working days but may be extended further if the review requires more time for consideration.

The Complaint Owner will escalate your complaint to the next level of line management 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 or within the timescale confirmed in the acknowledgement 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

If, after the Escalated Complaint Action, 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): 0800 414 8529
- Website: [www.ind-case-exam.org.uk](http://www.ind-case-exam.org.uk)
- Email: [ice@dwp.gov.uk](mailto:ice@dwp.gov.uk)
- Writing to:  
The Independent Case Examiner  
PO Box 209  
Bootle  
L20 7WA