

Complaints Procedure

People Group Services Limited (People Group) aims to provide a responsive and timely service to all our clients, customers, and contractors. We promise to:

- treat all complaints seriously and deal with them properly
- resolve complaints promptly; and
- learn from complaints and take action to improve our service.

How to make a complaint

If you have a complaint about the service provided by People Group, you can send your complaint by post, fax, or email. In all cases you should aim to provide as much relevant information as possible so that we can deal with your complaint promptly. Please also include your contact details in case we need to obtain more information from you.

All complaints about People Group should be sent to the Complaints Officer on:

Email: clientcare@peoplegroupservices.com

Address: Complaints Officer
FREEPOST
People Group Services

What happens next?

You will receive an acknowledgement from us that your complaint has been received. If you do not receive an acknowledgement within five working days of submitting your complaint, please contact the Complaints Officer.

Responding to complaints

In acknowledging receipt of your complaint, we will give an indication of how long it will take to send you a detailed response. In most cases, we would aim to provide a full reply within ten working days. However, this may not always be possible, especially if we need to obtain further information from someone outside of People Group. If it proves impossible to send a detailed answer to your complaint within the time originally indicated, we will contact you again explaining the reason why and to advise when you will receive a full response.

Dealing with complaints

All complaints will be managed by the Complaints Officer. The manager responsible for the area to which your complaint relates will handle a detailed investigation into your complaint. The Managing Director of People Group Services Limited will also take a personal interest in each complaint.

People Group Services (Company No. 11570329 VAT No. 305131359) is one of the People Group of companies. Other group companies:

People PAYE Limited (Company No. 11098037, VAT No. 284102326)
People Compliance Limited (Company No. 11570398, VAT No. 305178616)

People Engage Limited (Company No. 11570346, VAT No. 305134448)
People Complete Limited (Company No. 11570386, VAT No. 305198118)