



Complaints Policy

Our Complaints Policy

We are committed to providing a high-quality service to all our candidates. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact our customer service team by calling 0203 019 4990, or emailing info@bishopsgatepay.co.uk. Emails to this address will be replied to within 24 hours, Monday to Friday.

If our customer service team have been unable to resolve your complaint, please contact us with the details, preferably in writing.

If we are not able to resolve your complaint to your satisfaction, you may complain to The Advisory, Conciliation and Arbitration Service (ACAS).

What will happen next?

We will send you a letter acknowledging receipt of your written complaint within 5 days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally involve passing your complaint to our HR & Legal team, who will review your matter file and speak to the member of staff who acted for you. A member of the HR & legal department will then either write to you, speak to you via telephone or arrange a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter. If the matter is complex or time-consuming we may need to write to you advising you when we will be in a position to respond to your letter, email or telephone call.

Within 5 days of your call, letter or meeting, we will write to you to confirm what took place and any solutions that have been agreed with you.

If you do not want a meeting or it is not possible, a member of the HR & Legal team will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter. We will either offer you redress or take remedial action without accepting the complaint, or we will reject the complaint entirely giving full reasons for doing so.

At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review the decision.

We will write to you within 15 days of your request for a review, confirming our final position on your complaint and explaining our reasons.

Bishopsgate Group Limited

The Dock, Station Road, Kings Langley, Hertfordshire, WD4 8LZ • Tel: 020 3019 4990 • Web: www.bishopsgatepay.co.uk
Registered in England & Wales No. 11768606 • VAT No. 317 3031 40



If you are still not satisfied, you can then contact the Acas Helpline 0300 123 1100, or by going online to www.acas.org.uk. You may also want to take free advice from the Citizens Advice Bureau (CAB).

If you have any questions about this policy, please get in touch with us by emailing info@bishopsgatepay.co.uk