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1. Policy statement

Optima Site Solutions Ltd ("Optima", "we", "us") is committed to providing a high standard of service to every candidate and client. We recognise that, from time to time, we may fall short of the standards we set ourselves, and we treat any complaint as a valuable opportunity to put things right and to improve.

This policy sets out how Optima receives, handles and resolves complaints promptly, fairly, courteously and, where appropriate, confidentially. Our aim is to make complaining straightforward, to respond without delay, to keep the complainant informed at each stage, and to learn from every complaint so that the same issue does not arise again.

2. Scope

This policy applies to a formal expression of dissatisfaction from a candidate (worker) or client about the service provided by Optima. It does not replace informal, day-to-day resolution, which should always be attempted first where appropriate.

The following matters are dealt with under separate procedures and fall outside this policy:

- Grievances raised by a person employed by Optima — handled under the Company's HR grievance procedure.
- Routine pay, timesheet or clocking-in queries — addressed first through normal front-line resolution; these escalate into this policy only if the individual remains dissatisfied and raises the matter as a formal complaint about our service.
- Contractual or commercial disputes (for example fees, invoices or terms of business) — handled under the relevant commercial terms, although a related service complaint may still be dealt with under this policy.

3. What counts as a complaint

A complaint is any clear expression of dissatisfaction, whether spoken or written, about the standard of service, actions or omissions of Optima or its staff, that calls for a response. A complaint does not need to use the word "complaint" to be treated as one. Where there is any doubt about whether a matter is a complaint, it will be treated as a complaint so that the complainant receives the protection of this procedure.

4. How to make a complaint

A complaint may be made in writing or by email and should include enough detail for us to understand and investigate the matter, together with the outcome the complainant is seeking. Complaints should be directed as follows.

Situation	Send the complaint to
All complaints (default)	Operations Director, James Cranston — james@optimasitesolutions.com, or in writing to Optima Site Solutions Ltd, Unit 5 Kingsway Business Park, Oldfield Road, Hampton, TW12 2HD.
Complaint about the Operations Director	Director, Antony Weir — antonyweir@optimasitesolutions.com (same address).
Complaint about the Director	Director, Joel Emerson, so that no individual investigates a complaint about their own conduct.

To ensure fairness, a complaint will never be investigated or determined by the person it concerns. Where a potential conflict of interest arises, the complaint will be reassigned to an appropriate senior manager or Director who has had no prior involvement.

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5. The procedure and timescales

All timescales in this procedure are measured in working days (excluding weekends and public holidays) and run from the date of the relevant preceding step. We will keep the complainant informed of progress throughout.

Serial	Action	Responsible	Timescale
1	Complaint received and directed to the correct owner	Operations Director / Director	On receipt
2	Acknowledge receipt in writing, enclosing a copy of this procedure	Operations Director / Director	Within 3 working days of receipt
3	Investigate the complaint fully and impartially	Operations Director / Director	Following acknowledgement
4	Contact the complainant to discuss the matter and seek to resolve it	Operations Director / Director	Within 14 working days of the acknowledgement
5	Confirm the discussion and any agreed resolution in writing	Operations Director / Director	Within 3 working days of the discussion
6	If the complainant remains dissatisfied, they may request a review by a member of the Senior Management Team not previously involved	Operations Director / Director	On request
7	Write to the complainant with Optima's final position and the reasons for it	Operations Director / Director	Within 14 working days of the review request

Each written stage is recorded and retained with its date. Timescales are measured from these dates: the acknowledgement date for the 14-working-day discussion, the discussion date for the 3-working-day confirmation, and the review-request date for the 14-working-day final position.

6. Extending the response period

Optima will always aim to meet the timescales set out above. However, Optima reserves the right to extend any period of response where the nature of the complaint reasonably requires it — for example where the matter is complex, where it involves several parties, a third party such as a client site or payroll provider, or events that are difficult to establish, where key individuals are unavailable, or where further information is awaited from the complainant.

Where an extension is necessary, we will tell the complainant in writing before the original deadline expires, explain the reason for the extension, and give a revised date by which they can expect our response. Any extension will be kept to the minimum reasonably required, and we will continue to keep the complainant informed of progress.

7. Confidentiality and data protection

Except in exceptional circumstances, Optima will treat both the complaint and the identity of the complainant in confidence. Each complaint is judged on its own merits, and there may be occasions where the circumstances make full confidentiality impossible. Where that is the case, we will explain the position to the complainant rather than compromise confidentiality without their knowledge.

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Any personal data provided in connection with a complaint will be handled in accordance with Optima's Data Protection Policy and applicable data protection law, and will be used only for the purpose of investigating and resolving the complaint and meeting our legal obligations.

8. Records, monitoring and continuous improvement

All complaints, and the action taken in response, are logged and retained. Optima monitors complaints to identify trends, root causes and opportunities to improve its service. The outcomes of complaints feed into management review, and lessons learned are acted upon so that recurring issues are addressed at source.

9. Review

This policy is reviewed at least annually, or sooner if there is a change in legislation, business practice or organisational structure, to ensure it remains effective and up to date. The Operations Director is responsible for maintaining and reviewing this policy.