



CONTRACTOR COMPLAINTS HANDLING PROCEDURE

Introduction

ET Payroll endeavours to provide an exceptional contractor experience at all times and takes any complaints regarding our services extremely seriously. On the rare occasions that we do receive a formal complaint, our Contractor Support Team will try and resolve any issue immediately, but should you wish to take matters further, please follow the guidelines and procedures outlined within this document. All complaints will be treated with respect, understanding and cordiality as per our 'Valuing Contractors' ethos.

Who to contact

If you are unhappy with any aspect of the service which you have received, it is often best to raise your complaint immediately with our Contractor Support Team, who will be happy to assist. Their contact details will have been provided to you in any correspondence you have received from us.

If you would like your complaint to be formally investigated, please contact:

Contractor Support Team, ET Payroll, Ground Floor, 65 High Street, Egham, Surrey TW20 9EY.

Email: Team@etpayroll.co.uk - Telephone: 0800 368 6842

What will happen next?

Stage 1

If the Contractor Support Team are not able to resolve your complaint immediately, they will send you a written acknowledgement within 5 working days of receiving your complaint.

Stage 2

Responsibility for investigating your complaint will be assigned to a member of our Contractor Support Team, who will review the nature of your complaint and undertake the appropriate action to resolve the matter.

Stage 3

The Contractor Support Team will send you a detailed, final response in answer to your complaint, detailing any actions undertaken to resolve the matter. We would normally expect this substantive reply to be sent within 28 days of sending you the acknowledgement letter. If the Contractor Support Team are not able to send you a full reply within that period, they will update you and tell you when they expect to be able to write to you again.

Stage 4

If, after 8 weeks, a final response has not yet been sent, the Contractor Support Team will advise you of the current situation and reasons why a final response has not yet been sent and that you are now within your rights to refer your complaint to the Financial Ombudsman should you wish to do so.

Stage 5

If you are dealing with us as a private individual or are a very small business, charity, club or trust, then you may have a right to refer your complaint to the Financial Ombudsman. You cannot normally refer a complaint to the Financial Ombudsman unless 8 weeks have passed since your complaint to us, but you may do so earlier if the Contractor Support Team have notified you of the final decision and you remain dissatisfied. Further details of the Financial Ombudsman are set out on the following page.



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The Financial Ombudsman

The Financial Ombudsman is an independent organisation with powers to resolve complaints about financial services when issues have not been resolved between an individual and their financier. The service is open to members of the public and very small businesses, charities, clubs, and trusts.

You can check if they are able to deal with your complaint by telephoning 0300 123 9123 or 0800 023 4567 Monday to Friday – 8am to 8pm, Saturday – 9am to 1pm or you can visit their website at:

www.financial-ombudsman.org.uk

or you can write to:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

or email: complaint.info@financial-ombudsman.org.uk

The Financial Ombudsman will not normally accept a complaint for investigation unless 8 weeks have passed since you first raised your complaint with us or if you have been notified of our final decision and you remain dissatisfied. This is to allow us the opportunity to deal with your concerns.

You may make a complaint at any time within 6 months of our final decision about your complaint. If you do not refer your complaint to the Financial Ombudsman within that 6-month period, then your complaint may not be accepted by the Ombudsman.

You may also lose your right to refer a complaint to the Financial Ombudsman if more than six years have passed since the event(s) about which you want to complain or if more than three years have passed since you should have realised that you had a possible complaint.

IT IS IMPORTANT THAT YOU ACT PROMPTLY IF YOU THINK YOU ARE ENTITLED TO REFER A COMPLAINT TO THE FINANCIAL OMBUDSMAN.