



Aeropeople is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact Julie Welford-Biggs, Head of Recruitment and Compliance, by phone +44 (0) 1223 373333 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Tracy Grice, Head of Operations, by phone or write to: *Aeropeople Ltd, The Quorum, Barnwell Road, Cambridge, CB5 8RE.*

Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5-7 working days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5-7 working days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
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 - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. Julie Welford-Biggs/Tracy Grice will then invite you to meet them to discuss and hopefully resolve your complaint. They will do this within 7 working days of the end of our investigation.
6. Within 2 days of the meeting Julie Welford-Biggs or Tracy Grice will write to you to confirm what took place and any solutions they have agreed with you.

If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter which we will do within 5 days of completing our investigation.
7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review Adam Dowling's decision within 10 days.
8. We will let you know of the outcome of this review within 7 working days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills.

If we have to change any of the time scales above, we will let you know and explain why.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.