

COMPLAINTS POLICY

1. Purpose

This policy outlines the procedures and responsibilities for handling complaints within Industrial Labour Limited. The company is committed to providing high-quality services and maintaining the highest standards in compliance. However, if a complaint arises, we aim to address it in a fair, timely, and effective manner.

2. Scope

This policy applies to all trainees, employees, contractors, clients, and stakeholders of Industrial Labour Limited who may wish to file a complaint related to any aspect of the company's operations, compliance, or associated activities.

3. Principles

- **Transparency:** The complaints process will be clear and accessible to all stakeholders.
- **Confidentiality:** Complaints will be handled with due regard to confidentiality and the privacy of all parties involved.
- **Impartiality:** Each complaint will be handled fairly, with an unbiased approach.
- **Timeliness:** Complaints will be resolved promptly and in accordance with the timeframes specified in this policy.
- **Continuous Improvement:** Complaints will be used as feedback to improve services and processes.

4. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction, whether oral or written, relating to the service provided by Industrial Labour Limited, including but not limited to:

- Poor service quality
- Misconduct by staff, trainers, or contractors
- Any form of harassment, discrimination, or unethical behaviour.

Step 1: Informal Resolution

Where possible, complaints should be resolved informally through discussion with the staff member or representative concerned. The complainant is encouraged to raise the issue as soon as it arises to allow for a prompt resolution.

Step 2: Formal Complaint Submission

Industrial Labour Limited

Create Business Hub, Ground Floor 5 Rayleigh Road, Hutton, Brentwood, Essex, England, CM13 1AB

If the complaint cannot be resolved informally, a formal written complaint should be submitted to the Senior Management Team. The complaint should include:

- Full name and contact details of the complainant
- A detailed description of the complaint
- Any supporting evidence
- The outcome sought

Step 3: Acknowledgment

Upon receiving a formal complaint, Industrial Labour Limited will acknowledge the complaint in writing within 5 working days. The acknowledgment will provide information about the complaints process and the expected time frame for resolution.

Step 4: Investigation

An impartial investigation will be conducted by the Designated Person, which may involve gathering further information from the complainant, relevant staff, and any witnesses. The investigation will be conducted within 10 working days from the acknowledgment date.

Step 5: Resolution and Response

Upon completion of the investigation, the complainant will be notified in writing of the outcome. The response will include:

- A summary of the findings

5. Complaints Procedure

- Any corrective actions to be taken
- Information on any further steps that may be taken, if the complainant is not satisfied with the outcome

Step 6: Appeal

If the complainant is dissatisfied with the resolution, they may submit an appeal in writing to Managing Director. The appeal must be lodged within 10 working days of receiving the outcome. A senior member of the management team will review the complaint and the original decision and provide a final written decision within 15 working days.

7. Record Keeping

A log of all complaints will be maintained by Industrial Labour Limited, including details of the complaint, actions taken, and the outcome. Records will be kept for a



minimum of 6 years and will be reviewed regularly to identify trends and areas for improvement.

8. Monitoring and Review

This policy will be reviewed annually to ensure its effectiveness and compliance with any changes in legislation. Feedback from complaints will be used to continuously improve our services and standards.

9. Contact Details

For further information or to submit a formal complaint, please contact:

- Danielle Victory

This policy will be reviewed annually, as a minimum.

Signed T McCarthy

Position Director

Date 29.10.2025