

## Worklife Support

### Complaints Policy - January 2010

#### 1 Introduction

1.1 Worklife Support aims to provide an excellent service to all our customers and clients. If you are less than satisfied, we want to know about it. This will enable us not only to deal with your specific problem, but also to avoid it happening again.

1.2 Our complaints procedure sets out how to take up matters you think are unsatisfactory about the service you have received from us and what you can expect to happen.

1.3 The aim of this process is to resolve any dispute, concern or misunderstanding between Worklife Support and our customers or clients as efficiently and effectively as possible.

#### 2 Responsibilities

2.1 The responsibility for handling and responding to complaints lies in the first instance with the Worklife Support account manager for the service involved. If the complaint involves that person, Worklife Support will nominate an appropriate individual to handle the complaint.

2.2 The complaints process will be advertised on Worklife Support websites.

#### 3 Process

3.1 If you have a problem with a service offered by Worklife Support, please contact us as soon as possible. Our contact details are:

Worklife Support Ltd  
Suite G, Maples Business Centre  
144 Liverpool Road  
London N1 1LA  
Tel: 0845 873 5680 (office hours 8.30 to 5.00)  
Fax: 0845 873 5685  
E-Mail: [info@worklifesupport.com](mailto:info@worklifesupport.com)

3.2 If you are unable to talk with someone directly, please leave your contact details so that we can get in touch.

3.3 Where possible, the relevant Worklife Support account manager will contact you informally to discuss the issue at hand. This may well serve to resolve many issues that arise. If you would prefer to discuss your concern with someone other than your account manager, please contact Mark Pinnuck, the Central Complaints Coordinator, at Head Office above.

3.4 If you wish to make a formal complaint, please contact us in writing either by post or e-mail. It is helpful at this stage if you can make sure that you include the following:

- Your contact details and any preferences you have about how you wish to be contacted
- If you are contacting us for yourself or on behalf of a colleague
- As much detail as you can tell us about the incident (e.g. date, names of people spoken with, relevant paperwork etc)
- Any preferences you have about who you would wish to manage, or not manage, your complaint (It would be helpful to give reasons for your preference).

3.5 Worklife Support will nominate an appropriate individual to manage your complaint. You will be contacted within two working days of the receipt of the complaint by the method indicated in your written communication. This contact will normally be a 'holding' communication pending further investigation of the issue. This communication will include a deadline for our next contact, which will normally be within five working days.

3.6 They will then investigate the issue to ascertain the facts. It may be that we will need to contact you again for clarification, or there may be delays in contacting interested parties. We will contact you within the deadline from our first response if this is the case.

3.7 Once the investigation has been carried out, Worklife Support will then contact you using your preferred method (written or e-mail) with our formal response.

3.8 Where we find an error on behalf of Worklife Support, we will of course apologise and set out:

- Any remedial action that we propose to take
- Steps we will take to ensure the same situation does not arise in the future.

3.9 Should we find that the complaint is based on an error, misunderstanding or misapprehension on behalf of the complainant, we will then aim to correct those issues and seek to move forward.

3.10 All complaints that find Worklife Support to be in error, or which require some remedial action, are reported to the Managing Director.

## 4 Appeals

4.1 If you are not satisfied by the response you receive or by the way in which your complaint is handled, you should write to the Managing Director of the company, at the address above, marking your letter 'private and confidential.'

4.2 The decision of the appeal will be final.

## 5 Important Note

5.1 Worklife Support will keep a confidential written record of the complaint, including all correspondence, for at least five years.

5.2 It is possible that an issue raised as a complaint may have other legal implications. Should we need to escalate an issue to involve external authorities, we will not be able to keep the details of specific complaints private. In the unlikely event of this happening, we will inform you at the earliest opportunity.