



Company Name: Ajay Nehra Computer Services Ltd T/A AJACO (“the Company”)

Policy Name: Complaints Policy and Procedure

Date: 11/11/2022

Version: 1.1

Complaints Policy

AJACO 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 Gemma Hewitt, Administrator by phone 01344 630900 in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact Ajay Nehra, Director. You can write to him/her at: 7 Crossways Village, Silwood Road, Ascot, Berkshire, SL5 0PY

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 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 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - If your complaint is in regard to Agency Workers Regulations 2010 you can expect to receive an outcome of your complaint in writing within 28 days of receipt of your written request to investigate. We will respond covering the following key points:
 - i. relevant information relating to the basic working and employment conditions of our client’s workers;
 - ii. the factors we considered when determining the basic working and employment
 - iii. conditions which applied to you (our worker) at the time you allegedly did not receive the equal treatment you claim you were entitled to receive;

- iv. relevant information which explains the basis on which the client's comparable employee was identified and the relevant terms and conditions applicable to that employee.
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - 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. Ajay Nehra will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
 6. Within 2 days of the meeting Ajay Nehra will write to you to confirm what took place and any solutions he has agreed with you.
 - If you do not want a meeting or it is not possible, Ajay Nehra will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.
 7. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.

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

NOTE 1: In any event, we will comply with any statutory procedures that may relate to your complaint.

NOTE 2: (AWR complaints only) If 30 days have lapsed since you filed your complaint and you have not received a response from AJACO, you have a right to request a written statement from the client as to the information about the relevant basic working and employment conditions that apply to the client's own workers.