
Payments Pro Ltd Complaints Policy & Procedure

1. Introduction and Commitment

At Payments Pro Ltd, we pride ourselves on providing a transparent, compliant, and efficient payroll service. We understand that payroll is sensitive and that accuracy is paramount. This policy outlines how we handle complaints and our commitment to resolving any issues fairly and promptly.

2. Scope of Policy

This policy applies to all contractors (employees), recruitment agency partners, and end-clients.

- **Note:** This policy covers service-related complaints (e.g., delays, administrative errors, or communication issues).
- **Internal Grievances:** If you have a personal dispute regarding your employment contract or workplace treatment, please refer to our separate **Grievance Policy**.
- **Whistleblowing:** If you wish to report suspected illegal activity or systemic malpractice, please refer to our **Whistleblowing Policy**.

3. Matters Outside of Our Control

To ensure a quick resolution, please note that as an umbrella company, Payments Pro Ltd operates as part of a recruitment supply chain. We are often dependent on third parties for the following:

- **Pay Rates & Placements:** Your assignment, pay rate, and expenses policy are negotiated and set by your **Recruitment Agency**. We cannot change your rate of pay without written instruction from them.
- **Hours & Timesheets:** We rely entirely on the Agency/End-Client to provide us with authorized records of your hours and the corresponding funds.
- **Payment Delays:** We cannot process your payroll until we have received both the authorized timesheet and the cleared funds from the Agency.

If your complaint relates to missing hours or an incorrect rate, we recommend contacting your Recruitment Consultant in the first instance.

4. How to Make a Complaint

We encourage you to raise concerns as soon as they arise so we can rectify them immediately.

- **Email:** complaints@paymentspro.co.uk
- **Phone:** 020 3819 7220
- **In Writing:** Payments Pro, Complaints Department, Midshires House, Midshires Business Park, Smeaton Close, Aylesbury, City of London, HP19 8HL

Please provide: Your full name, Assignment ID/National Insurance number, and a clear summary of the issue including any relevant dates or pay advice slips.

5. Our 3-Step Resolution Procedure

Step 1: Informal Resolution

Most payroll queries can be resolved via a quick discussion with our Customer Support team. We aim to provide an explanation or correction within **24–48 hours**. If you remain dissatisfied, you may request a formal review.

Step 2: Formal Investigation

If the matter is not resolved informally, it will be escalated to a Senior Administrator or Compliance Officer.

- **Acknowledgment:** We will acknowledge your formal complaint within **2 working days**.
- **Investigation:** We will conduct a full audit of your payroll records, communications, and agency instructions.
- **Response:** We will provide a formal written response within **10 working days**, outlining our findings and any corrective actions taken.

Step 3: Final Internal Appeal

If you are unhappy with the Step 2 outcome, you may appeal to the **Compliance Director**. They will conduct a final independent review of the case and issue a "Final Response" within **5 working days**. This concludes our internal process.

6. External Escalation

If we cannot reach a resolution and you believe we have breached industry standards, you may contact our professional accrediting body:

- **Accrediting Body:** FCSA and/or SafeRec

- **HMRC:** For specific concerns regarding tax or National Insurance treatment.

7. Continuous Improvement

We maintain a central **Complaints Log** which is reviewed monthly by our Senior Management Team. We use this data to identify recurring issues, improve our software, and enhance our staff training to ensure we provide the best possible service to our contractors.

Signed by: Ashley Holdaway

Position: Director

Date: 1st December 2025