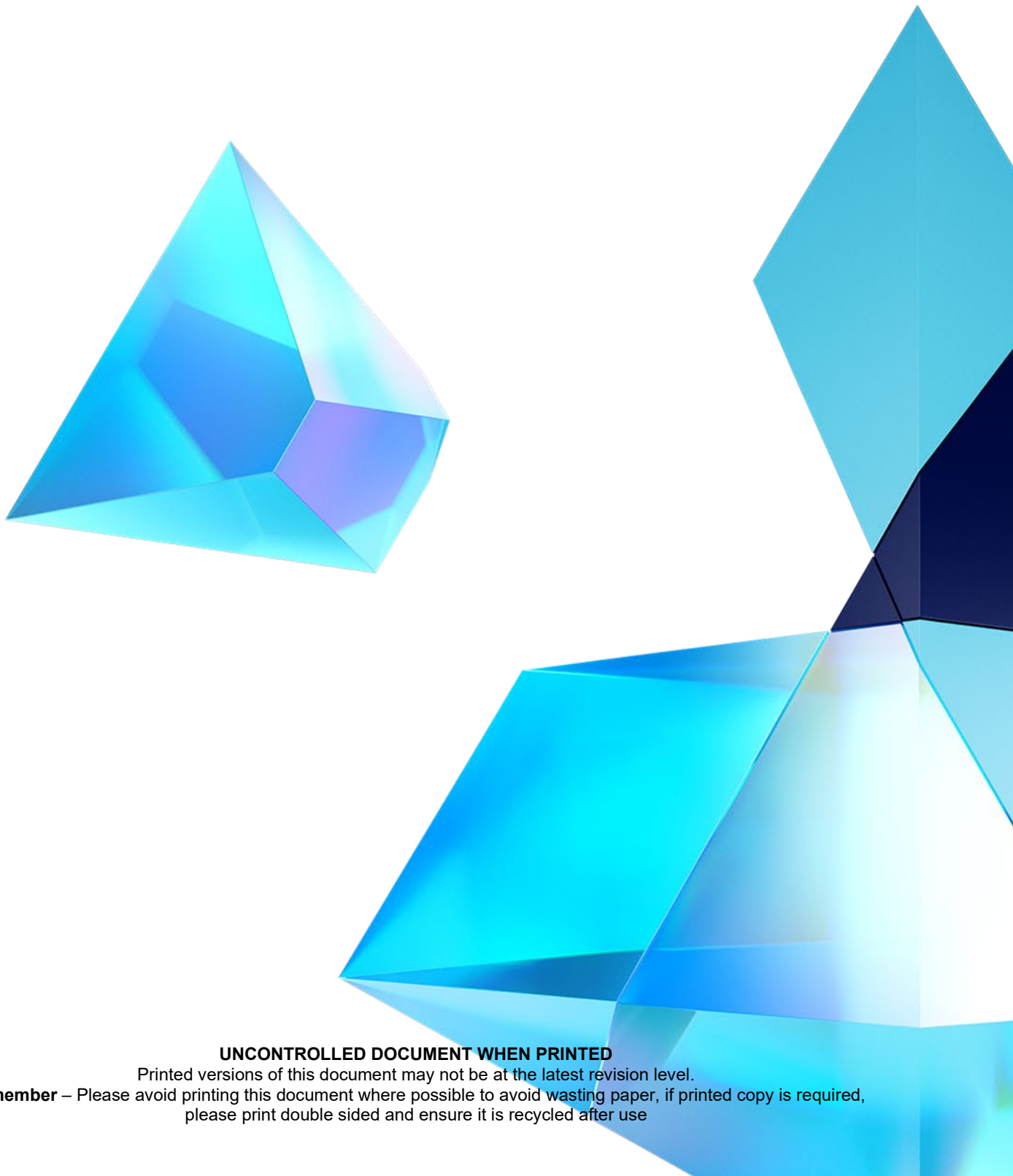


IMPELLAM GROUP

UK COMPLAINTS POLICY AND PROCEDURE

Date: February 2025



UNCONTROLLED DOCUMENT WHEN PRINTED

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COMPLAINTS POLICY

Impellam Group Limited and its subsidiaries are committed to providing a high-level service to all our stakeholders. Whether you are a client, candidate, worker or supplier - if you do not believe you have received a satisfactory service from us please advise us. As well as allowing us to investigate and resolve the matter for you; this will also help us to improve our standards.

WHO TO CONTACT?

If you have a complaint, please contact the business representative you have been in contact with, by phone in the first instance so that they can try to resolve your complaint informally.

If your problem is about an invoice you have received, in the first instance please contact our Credit Control Team at credit-control@impellam.com. As above, it is important the Credit Control Team are aware of any problems and are given the opportunity to put things right.

If you are a temporary worker and have a problem regarding your payment please contact your local Payroll Team. Following this informal stage, if you remain unsatisfied please contact the Customer Experience team and they will direct you to the Managing Director or a senior employee of the relevant business. You can write to them at: First Floor, Mulberry House, Parkland Square, 750 Capability Green, Luton, LU1 3LU or by email at CXCompliance@Impellam.com.

IR35 OFF PAYROLL WORKING DISPUTE PROCESS *(for status determinations made by us)*

If you are a contractor of a personal services company and disagree with the status determination statement you have been issued by us, please raise this in writing, including your reasons for the dispute, to the business representative you have been in contact with. We have 45 calendar days in which to respond to your disagreement from the date it is received. We will consider the reasons for your disagreement and will review the SDS with the person who engaged your services. We will inform you if the original outcome is unchanged providing reasons or if the outcome has changed, we will withdraw the previous status determination and issue a new status determination statement with confirmation of the effective date.

HOW SHOULD I PRESENT MY COMPLAINT?

Please put your complaint in writing and ensure to include the following:

- Full name and contact details.
- Full description of the complaint including:
 - The nature of the complaint
 - Dates and times of key events
 - Names of individuals/witnesses and their involvement
- Please include copies of all supporting documentation/evidence e.g., emails.

Please note: We cannot accept anonymous complaints, and a complaint must be made within six months of the event taking place. We do not normally investigate a complaint whilst there are legal proceedings planned or ongoing.

NEXT STEPS

We will send you a letter acknowledging your complaint. We may need to confirm our understanding of the complaint and the outcome you are looking for before we can begin investigations and therefore we may ask you to confirm or explain the details set out in your complaint. We will also let you know the name of the person who will be dealing with your complaint.

We will endeavour to acknowledge your complaint within 3 working days, followed by a formal response within a further 10 working days. In some cases, we may require longer to investigate the complaint, in which case you will be notified, and response times will be amended accordingly.

We will endeavour to keep you informed as to the progress of your complaint.

APPEAL

1. If you are not satisfied with our response, you can write to the UK Legal team of Impellam Group, who will review the original decision within 10 working days and, if they deem necessary, conduct further investigations. You can write to them at: UK Legal team, Impellam Group, First Floor, Mulberry House, Parkland Square, 750 Capability Green, Luton, LU1 3LU or email legal@impellam.com
2. The UK Legal team will contact you to let you know of the outcome within 5 working days of the end of the review period and will explain the reasons.

If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the Recruitment & Employment Confederation, the industry trade association, of which we are a member <https://www.rec.uk.com/recruiters/compliance/complaints/making-a-complaint>.