



**PAYSHIELD UMBRELLA SERVICES LIMITED
(‘PAYSHIELD’)**

**COMPLAINTS POLICY AND PROCEDURE
APPLICABLE TO
‘LIMB (B)’ WORKERS, CIS WORKERS AND OTHER SELF-EMPLOYED FREELANCE
CONTRACTORS, AND PSC CONTRACTORS**

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1. COMPLAINTS STATEMENT

As part of our ongoing commitment to providing excellent service, we have a policy of dealing with all feedback, good or bad, and attempting to achieve a satisfactory resolution.

2. HOW TO REGISTER A COMPLAINT

You may at any time register a Complaint:

- 2.1 by phone to 020 4591 5007
- 2.2 by email to support@payshield.me
- 2.3 in writing to us at 6-7 St. John's Lane, London, England EC1M 4BG

3. ALL COMPLAINTS:

- 3.1 shall be logged, investigated, acted upon as appropriate and the resolution / outcome will be recorded, together with any resulting actions.
- 3.2 may be escalated by you if not resolved to your satisfaction
- 3.3 shall be dealt with in accordance with our current Complaints procedure.

4. PROCEDURE

- 4.1 Details of all formal Complaints are recorded in the company's Action Log by the Operations Director.
- 4.2 The Complaint will then be investigated by the Operations Director with you and members of the team involved.
- 4.3 The Operations Director will then confirm the findings and the actions to be taken with you and (if agreeable with you) will ensure that the actions are completed within agreed timescales.
- 4.4 Once the actions are completed the Operations Director will request confirmation that the issue/complaint has been resolved to your satisfaction.
- 4.5 Should the complaint not be resolved to your satisfaction, it may be referred to the Managing Director.

5. AMENDMENT

- 5.1 This policy does not form part of any contract and we may amend it at any time.