

Aeropeople 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 Julie Welford-Biggs, Head of Recruitment and Compliance, by phone +44 (0) 1223 373333 in the first instance so that we can try to resolve your complaint informally.

If you are not satisfied with the outcome please contact Tracy Grice, Head of Operations, by phone +44 (0) 1223 373333 or write to: *Aeropeople Ltd, Concorde House, Newmarket Road, Cambridge, CB5 8AA* and the following steps will be taken:

1. We will send you a letter acknowledging your complaint and ask you to confirm or explain the details set out. We will also let you know the name of the person who will be reviewing your complaint. You can expect to receive our letter within 5-7 working days of us receiving it.
2. Your complaint will be recorded in our central register within a day of Aeropeople receiving it.
3. On receipt of your acknowledgement to our letter, providing any detail as requested, Aeropeople will then start to investigate your complaint.
5. You may be invited to meet to discuss and possibly resolve the complaint. Your invitation will be send within 10 working days from the start of the investigation.
6. Within 2 days of the meeting we will write to you to confirm the discussions and any agreed solutions that were agreed with you.

Note: If you are not invited to attend a meeting or do not wish to attend a meeting or it is simply not possible, Aeropeople will send you a detailed response to your complaint including possible suggestions for resolution, within 5 working days.
7. At this stage, if you are still not satisfied you can write to us again and a Director of the company will review the original decision and the facts surrounding the conclusion. The Director will let you know of the outcome of this review within 10 working days from receipt.
8. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills.

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

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