

CIS Complaints Procedure



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Independent Contractor Services Ltd are committed to providing a high-quality service to all our subcontractors and to dealing with concerns fairly, promptly and consistently.

This procedure sets out how we will deal with complaints relating to your CIS (Construction Industry Scheme) arrangement with us, including matters relating to payments, deductions, records or the service you have received.

Raising an Issue

If you have a concern, we encourage you to contact payroll@icsuk.com in the first instance.

Where possible, we will seek to understand and resolve the issue promptly without the need for a formal complaint.

Making an Informal Complaint

An informal complaint may be made by telephone, in person or in writing. Written complaints should be sent to payroll@icsuk.com and addressed to the **Payroll Manager**.

We will make reasonable efforts to investigate and resolve the matter at this stage. You may be asked to provide relevant information or documentation to help us understand the issue.

If you are not satisfied with the response, or if the matter cannot be resolved informally, you may make a formal complaint in writing.

To allow us to investigate the matter fully, please provide as much relevant information as possible, including:

- the nature of your complaint;
- the dates or payments involved, where applicable;
- any relevant invoices, statements or other documentation; and
- the outcome you are seeking.

Formal complaints will be referred to the appropriate member of the management team for investigation.

Making a Formal Complaint

A formal complaint should be submitted in writing to people@icsuk.com

We will acknowledge receipt of your complaint within 3 working days. The acknowledgement will confirm the name and contact details of the person responsible for dealing with your complaint.

Within 5 working days of receiving your written complaint, we will provide you with a summary of our understanding of the issues raised. You will have the opportunity to provide any further information or evidence and to confirm that we have understood your concerns correctly.

Once we have received any additional information, we will investigate the complaint and aim to provide a written response within 5 working days.

Where an investigation cannot reasonably be completed within this timeframe, for example because we need to obtain information from another party or review additional payroll or payment records, we will provide you with a written update explaining the reason for the delay and, where possible, an indication of when you can expect a further response.

Once our investigation is complete, our substantive response will include:

- a summary of the complaint;
- the findings of our investigation;
- any relevant explanation or clarification; and
- details of any action we intend to take, where applicable.

If you are not satisfied

If you are not satisfied with the outcome of your formal complaint, you may request that the matter is escalated for further review.

Your request should be sent to the **same email address used to submit your formal complaint** (people@icsuk.com) and should explain the reasons why you remain dissatisfied and identify any points you believe have not been adequately addressed.

Your complaint will then be escalated to a more senior member of the management team for review. Where reasonably practicable, the review will be undertaken by someone who was not involved in the original investigation.

The senior member of the management team will review the complaint, the investigation undertaken and any further information provided. They will then provide you with a written response setting out the outcome of the review and any further action considered appropriate.

Records Keeping

We will keep appropriate records of complaints received, the investigation undertaken and the outcome. Information will be handled appropriately and in accordance with our applicable data protection and record-keeping requirements.

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