Complaints Policy & Procedure

Linsco Limited 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.

If you have a complaint, please contact the Managing Director. You can write to our head office at: Linsco Limited, Canalside House, Castle Wharf, 6 Canal Street, Nottingham, NG1 7EH or call us on 0115 910666 to request a director's email address to which your complaint can be sent.

1. We will send you a letter acknowledging your complaint.
   We will let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter of acknowledgement within 7 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. If necessary, we will ask you to confirm or explain more details set out in your original letter. If required we will acknowledge your reply to our letter and confirm what will happen next. You can expect to receive or acknowledgement letter within 7 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
   We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request. We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take us up to 4 days from receiving their reply.
5. If necessary, the manager dealing with the complaint will then invite you to meet him/her to discuss and hopefully resolve your complaint. The manager will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting, we will write to you to confirm what took place and any solutions that the manager has agreed with you.
   If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include the manager's suggestions for resolving the matter. The manager will do this within 5 days of completing their investigation.
   At this stage, if you are still not satisfied you can write to Linsco Limited, Canalside House, Castle Wharf, 6 Canal Street, Nottingham, NG1 7EH. Another Director of the company will review Linsco's decision within 10 days.
7. We will let you know the outcome of this review within 5 days of the end of the review. 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 Office at the Department of Trade and Industry.
   If we have to change any of the time scales above, we will let you know and will explain why. If your complaint relates to one of our clients, we may require their input when it comes to investigating the complaint and depending on the nature of the complaint, we may require the client to undertake an interval investigation within their establishment, you will be advised if this is the case.

Signed



Natalie Evans,
Managing Director
January 2nd 2026