

## Complaints Procedure

At iConsult Payment Solutions Limited, we pride ourselves on giving you a high level of service whether you are an umbrella employee or self-employed worker.

We take any complaints very seriously and you can be assured that we investigate these thoroughly. If something does go wrong, we'd like you to tell us.

Please note that we are unable to deal with any complaints you have relating to your Bank, HMRC or other government department, you will need to contact them directly.

You should raise your complaint via email to [Steven.English@iConsultumbrella.co.uk](mailto:Steven.English@iConsultumbrella.co.uk) . Once we have received your complaint, we will acknowledge receipt and begin to investigate as quickly as possible.

What will happen next?

1. We will send you an email acknowledging receipt of your complaint.
2. We will start to investigate your complaint as quickly as possible. This will involve a review of your file and discussing this with the member of staff involved.
3. We aim to resolve your complaint for you and have a resolution within three working days.

Alternatively, you can write to us at:

Steven English  
Managing Director  
iConsult Payment Solutions Limited  
Castlemead  
Lower Castle Street  
Bristol  
BS1 3AG