PINEAPPLE PARTNERS

Complaints and Compliments Policy

Title of Policy Document **Issue Date and Version**	Complaints and Compliments January 2026 (Version 1)
Author / Department	Executive Management Team
Signed off by	 Director
Next review date	January 2027
Distribution	All services
First issue date	January 2026

1. Purpose

Feedback is how we improve, and complaints are the most valuable feedback there is. This policy explains how anyone, client, candidate, worker or member of the public, can complain to Pineapple Partners or pass on a compliment, what we do with each, and the timescales we hold ourselves to.

2. Principles

- Complaining is free, easy and safe: nobody is treated worse for raising one.
- Complaints are investigated fairly, by someone as independent of the issue as our size allows.
- We answer in plain English, own our mistakes, and say what will change.
- Compliments reach the person concerned and are recorded, credit should land where it is earned.

3. How to complain

However suits you: by phone on 0161 524 1715, by email to info@cucumber-operations.co.uk, in writing to Suite 14 to 16a, Astley Park Business Centre, Astley Park Estate, Chaddock Lane, Manchester, M29 7JY, or in person to any member of staff. If you need help to make a complaint, an advocate, interpreter or adjusted format, we will arrange it.

4. What happens and when

Wherever possible we make contact within 24 hours to understand the issue and, if we can, put it right on the spot. Every complaint is acknowledged within five working days, with a named handler. We investigate and give you our full response within 20 working days of receipt; if we

genuinely need longer, a complex matter, people away, third parties involved, we tell you why and agree a new date, keeping you updated at least every two weeks.

5. If you are not satisfied

Tell us in writing within 14 days of our response and the matter is escalated to a director not involved in the original decision, who reviews the whole file, acknowledges within five working days, and responds within 20 working days. If your complaint concerns matters regulated by an external body, we will point you to them at any stage, for recruitment matters this includes the Employment Agency Standards Inspectorate (020 4566 5333); data protection complaints can go to the ICO (0303 123 1113, ico.org.uk).

6. What this policy cannot deal with

Some things belong in other processes and we will redirect them promptly: staff grievances (grievance procedure), disclosures about wrongdoing (Whistleblowing Policy), safeguarding concerns (safeguarding policies, immediately), matters already before a court or tribunal, and issues that occurred more than 12 months before being raised, unless there is good reason for the delay, which we will always consider.

7. Unreasonable conduct

Very occasionally a complaint is pursued in a way that becomes abusive or obsessive. We never dismiss a complaint because it is inconvenient, but where conduct is unreasonable we may limit contact to defined channels, explaining the decision in writing and reviewing it at least every six months.

8. Learning and records

Complaints, compliments, outcomes and remedial actions are logged. The Executive Management Team reviews the log quarterly for patterns, and this policy annually. What we learn changes how we work, that is the point.