Dispute and Complaints Policy

Reference –VG/ PO / 336

Description	Name / Title	Position	Date
Document owner	Fraser Sellar	Service and Ops Director	
First prepared by	Lindsay Winch	Business Improvement	12/08/2012
Last checked by	Louise Pitt	Head of Customer Service	24.01.2025
Approved by	Eyal Ben Cohen	CEO	24.01.2025

Document Change Log Table

Version No	Date Modified	Modified By	Modification	Approved by
1.0	12/08/2012	Lindsay Winch	Document created and approved	EBC
2.0	18/12/2013	Andrew Daniel	Amended address and contact details. Small text changes.	EBC
2.1	16/01/2014	Lindsay Winch	Reviewed. No changes.	EBC
3.0	27/02/2015	Lindsay Winch	Reviewed and removed complaint reference number from section 'Who do I contact?' on page 4.	EBC
4.0	14/04/2016	Lindsay Winch	Updated Service Manager to Service & Operations Director. Policy Format updated.	EBC
4.1	01/02/2017	Jennifer Rulton	Document reviewed – no updates required	EBC

5.1	20/06/2018	Lindsay Winch	Document updated with new formatting	EBC
6.0	23/04/2020	Peter Quarry	Updated with branding and owner changed to Craig Bryce	EBC
6.1	15/03/2021	Leanne Carmedy	Document reviewed. No changes made.	EBC
7.0	04/05/2022	Leanne Evans	Document owner updated from CB to FS. Updated with new branding. Added introduction and amended to include all VF subsidiaries.	EBC
7.1	18.01.2024	Sharon Ford	Update date	Louise Pitt
	24/1/2025	Louise Davies	No changes required	LD

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Stakeholder Sign-off

Name	Position	Signature	Date
Eyal Ben Cohen	CEO		24.01.2025

1   Introduction

This policy has been designed and implemented for all Verifile Holdings subsidiaries, otherwise known as the Verifile Group, or simply Verifile. The Verifile Group hold core principles and ethics that are to be upheld throughout all business operations:

- Building trust
- Integrity and honesty
- Compliance with the law
- Privacy
- Security
- Equal opportunities

This policy is aimed at underpinning these principles and ethics across every department, no matter the company name or area of responsibility.

2   What is a Dispute?

A dispute is where a 'candidate' or 'client' claims that either part, or all of the content of a 'report' is either incorrect or the data contained within it does not relate to the candidate. A 'candidate' is the person subject to checks undertaken by Verifile Limited or an individual whose data is held by WorkPass Limited. The 'client' is the party who placed an order with Verifile for the checks or who has supplied data to WorkPass Limited.

A 'report' is a formal written statement comprising of information gathered or held by a Verifile group company concerning the candidate.

Disputes must be raised within 3 months of the date of the issue of a Verifile report.

The Verifile group of companies is committed to providing a high standard of customer service and has put in place a procedure to deal with disputes.

3   Who Should Communicate a dispute?

As the client cannot make the recruitment or licensing decision until the situation is resolved, the client is the main point of contact for Verifile Limited and for the candidate. The client should act as an intermediary between the candidate and Verifile Limited. In respect of WorkPass Limited, the client should also act as an intermediary between the candidate and WorkPass Limited.

4   How to Raise a Dispute

If a candidate wishes to raise a dispute, the following steps should be taken:

- The candidate should notify the client, who ordered the report or who owns the data in respect of WorkPass Limited.

- The client should then contact the Verifile group of companies and provide the following information:
  - candidate's name, date of birth and address (as shown on the report)
  - the report reference number
  - the full details of the dispute

- Candidates may choose to raise a dispute directly with Verifile Limited or WorkPass Limited by contacting the Service and Operations Director. However, they should notify the client of their intention to raise a dispute with Verifile Limited to prevent a recruitment or licensing decision being made before the dispute is resolved.

5   What Happens Next

Verifile Limited/WorkPass will ensure that the necessary action is taken to resolve any dispute raised. Where appropriate this may require us to contact the client. If the dispute was due to an error by a Verifile Group company, it will be corrected and a replacement report will be issued free of charge, to both the candidate and the client. If the dispute was due to an error by the client or candidate on the application form such as a misspelt name or address, the client will need to place another order using the correctdetails; the report fee for this new order would be payable.

In an extremely small number of cases, candidates may have similar, if not identical personal details to someone who has a criminal record. In these cases, it may only be possible to disassociate the candidate from the criminal record by way of fingerprinting.

6   Formal Complaints

Verifile Limited strive to ensure that the we deliver the highest level of service both to our Client and Candidates. As part of our commitment to provide a high standard of service, we will:
- act fairly and impartially
- communicate effectively
- deal promptly with all enquiries
- endeavour to learn from any mistakes

6.1   What can you expect from us?

We aim to:
- acknowledge your complaint within 2 working days
- assign a case handler to conduct an investigation into the complaint
- send you a full reply within 10 working days

■ correct any mistakes quickly

6.2 If things go wrong, tell us

We welcome all comments or suggestions on how we might improve our service. It is important to us that if you have a complaint about any part of the service you let us know as soon as possible.

Our first concern is to resolve your complaint. In addition, when a problem is brought to our attention we will take the opportunity to improve that aspect of our service.

6.3 Who do I contact?

Candidates wishing to make a complaint should contact either contact the Candidate Service Team, or the Client Service Team. Clients wishing to make a complaint should contact either the Client Service Team or their AccountManager:

Telephone: +44 (0)1234 339350
Email: service@verifile.co.uk

Please quote one of the following:
■ the candidate reference number
■ the client name
■ full name

When calling for the first time, please state the nature of the complaint. If you are calling about an existing complaint, we will endeavor to resolve any issues or concerns that you may have.

Alternatively, you can put your complaint in writing to:

Service and Operations Director
Verifile Limited/WorkPass Limited
5 Franklin Court
Priory Business Park
Bedford
MK44 3JZ
United Kingdom

Telephone: +44 (0)1234 339350
Email: service@verifile.co.uk

Please provide your name, address, and any relevant Verifile reference numbers. When writing for the first time, please include details regarding the nature of the complaint.

6.4 Still not satisfied?

If you are not satisfied with the way we dealt with your original complaint, please write to:

Managing Director
Verifile Limited/WorkPass Limited
5 Franklin Court
Priory Business Park
Bedford
MK44 3JZ
United Kingdom

7   Policy Maintenance

The Group's senior management has lead responsibility for ensuring compliance with this Policy and will review its contents on a regular basis. They will be responsible for monitoring its effectiveness and will provide regular reports in this regard to the directors of the Group who have overall responsibility for ensuring this Policy complies with the Group's legal and ethical obligations.

This policy is to be reviewed at least annually the Security Forum or in the event of a security incident in relation to Disputes and Complaints. The review is to be evidenced in the document change record.

8   Deviations from Policy

Deviations from this policy are not permitted without the prior written permission of the Information Security Manager. Details of all permissions granted are to be retain