TRUE

POLICY 15 · WORKER AND PARENT POLICY

Complaints and Concerns

How workers and parents raise a problem with TRUE, how quickly TRUE responds, and how to escalate to a director.

True Intel Ltd, trading as TRUE · Company no. 17255261

Version 1.0 · Approved by Victoria Phillips, Director · 3 November 2026

Workers and parents can raise any problem with TRUE, easily and without any penalty. TRUE acknowledges every complaint within 2 working days, responds within 10, and any complaint can be escalated to a director.

1. Who can use this policy

1.1 Any TRUE worker, and the parent or guardian of any worker under 18, can use this policy to raise a complaint or concern about TRUE, its staff, a client, an assignment or how they have been treated.

1.2 Some issues have their own process, which is quicker for that issue:

Issue	Use
A review decision or reduced reward	The Quality Review and Disputes Policy
Bullying or harassment	The Anti-bullying and Harassment Policy
Wrongdoing in the public interest	The Whistleblowing Policy
How TRUE uses personal data	The Worker Privacy Notice

1.3 If you are unhappy with how one of those processes was handled, you can still use this policy.

2. Urgent safety concerns

2.1 In an emergency, call 999 first.

2.2 TRUE's emergency line is open from 09:00 to 19:00 every day on 07534 991915.

2.3 Any concern about the safety or welfare of a young person goes straight to the DSL, under the Safeguarding and Child Protection Policy. Don't wait for this process.

3. How to raise a complaint

3.1 You can raise a complaint by:

- using "Raise a concern" in the TRUE app;
- emailing hello@true-agency.co.uk; or
- telling any TRUE staff member, who will log it for you.

3.2 Workers under 18 can raise a complaint on their own or with help from a parent, guardian or other trusted adult. Parents and guardians can also raise a complaint directly.

4. What happens next

Stage	When	What happens
1. Acknowledge	Within 2 working days	TRUE confirms it has received your complaint and tells you who is dealing with it.
2. Respond	Within 10 working days	TRUE looks into it, talks to the people involved and gives you a written response with reasons. If it will take longer, TRUE tells you why and when to expect a reply.
3. Escalate to a director	Ask within 14 days of the response	If you are unhappy with the response, Victoria Phillips, Director, reviews the complaint and gives you a final decision within 10 working days.

4.1 If your complaint is about Victoria Phillips, TRUE asks an independent adviser to review it instead.

5. What you can expect

5.1 Every complaint is handled fairly, kept confidential and shared only with the people who need to know. You will not be penalised or offered less work for complaining.

5.2 If your complaint is upheld, TRUE will put it right. This could be an apology, a change to how TRUE works, or a payment owed to you.

5.3 If you ask TRUE to pass a complaint to a client, for example about a store or a product, TRUE agrees the wording with you and passes it on. It is not linked to any other data or used for anything else.

6. Outside help

Issue	Who can help
Personal data	The Information Commissioner's Office
Minimum wage	HMRC
Work rights	Acas, for free and impartial advice
Market research conduct	The Market Research Society
An allegation against an adult who works with children	The Local Authority Designated Officer (LADO)

7. Records and learning

7.1 TRUE logs every complaint and its outcome, and keeps the record for 3 years after it is closed. Victoria Phillips reviews all complaints every month to spot patterns and improve.

7.2 This policy is reviewed every year, and sooner if the law or TRUE's activities change.

Version	Approved by	Approved on	Next review
1.0	**Victoria Phillips, Director**	**3 November 2026**	**November 2027**