



External Compliance Policy

This document is approved and authorised for application within Auxo Group and all associated subsidiary companies.

A handwritten signature in black ink, appearing to read "Ford Garrard".

Ford Garrard, CEO

Last Review Date: April 2026



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Complaints Policy

The Auxo Group 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.

We ensure that making a complaint is as easy as possible and we treat complaints as a clear expression of dissatisfaction with our services, calling for immediate action to be taken.

Complaints Procedure

In the first instance, we ask for complaints to be resolved informally. Should this not be possible, complaints must be made formally in writing, by completing our online complaints form here [Complaints Form](#)

If posting a letter is preferable, please send the below address:

The Auxo Group, FAO: Business Assurance 3 Brook Business Center, Cowley Mill Road, Uxbridge, UB8 2FX

Telephone number: 0330 024 1340

Your complaint should contain the following information:

- Your full name and contact details
- Explain the issue as clearly and fully as possible, including any action taken so far
- Names of the employees, clients or customers involved
- The resolution sought

Next Steps

We will record your complaint in our central register within one business day of having received it.

We endeavour to send you an acknowledgment of your complaint within seven business days and confirm what will happen next. This will be communicated by email, unless you have specifically requested a response by mail. We will also let you know the name of the person who will be dealing with your complaint.

We may need to verify your identity and may request additional information/documentation from you.

We will then investigate your complaint. This will normally involve the following steps:

- Reviewing your complaint
- Speak with you
- Establishing the relevant facts

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- Speak to the person/s you have dealt with and any other relevant parties and we may request further information or documents from you as appropriate

We will let you know of the outcome of this review within ten business days of acknowledgement.

However, if you have raised a request for access to information held about you on our system (“Subject Access Request”), we may take up to one month to respond to you, subject to the UK GDPR.

If we have to change any of the time scales above, we will let you know and explain why.

Complaint Outcome and Appeals Process

Auxo Group will write to you to confirm what took place and any solutions s/he has agreed with you.

Auxo Group will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. Auxo Group will do this within five days of completing the investigation.

At this stage, if you are still not satisfied you can write to us again to appeal our decision. A Director of the company will review the decision within ten days.

We will let you know of the outcome of this review within five days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons.

Once the appeals process has been completed, the original complaint outcome will be upheld, or you will be issued with a revised complaint outcome.

The decision on the appeal is final and there is no further right of appeal.

If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Innovation and Skills or the APSCo, the industry trade association, of which we are a member by emailing complainants@apsco.org

If we have to change any of the time scales above, we will let you know and explain why.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

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