aethelwren
PRIMARY CARE STAFFING

# COMPLAINTS PROCEDURE

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| **Organisation** | aethelwren Ltd |
| **Effective date** | November 2026 |
| **Version** | 1.0 |

## Our commitment

aethelwren Ltd aims to provide professional, fair and responsive recruitment and temporary staffing services. We welcome complaints from anyone affected by our services or by the way we handle their personal information. We take concerns seriously, investigate them impartially and use feedback to improve. Raising a complaint will not, in itself, disadvantage anyone seeking work or using our services.

## Who can complain and what this policy covers

This policy is available to website visitors, job applicants, current and former Agency Workers, Client representatives, suppliers, internal staff and other individuals. It covers recruitment and onboarding, assignment administration, communications, service delivery, conduct, website or portal concerns, accessibility and data protection or privacy complaints. It does not replace employment grievance, whistleblowing or safeguarding procedures where those are more appropriate; we will explain any referral.

## How to make a complaint

You may complain by email to enquiries@aethelwren.net, through the Contact Us form at aethelwren.net, or in writing to aethelwren Ltd, 124 City Road, London, EC1V 2NX. Please describe what happened, relevant dates, who was involved, any reference number, how you were affected and what outcome you are seeking. You do not need to use a particular form or legal terminology. If you need help or an accessible way to complain, please contact us.

## What happens next

We will log the complaint, assess its nature and acknowledge receipt. For ordinary service complaints, we aim to acknowledge within five working days and provide a substantive response within 20 working days where reasonably practicable. These are service targets, not statutory deadlines. If the matter is complex, we will explain the reason for any delay and provide updates. We may ask for relevant information, review records and speak to those involved. We will communicate our findings, any proposed remedy and whether further review is available.

## Data protection complaints — section 164A, Data Protection Act 2018

In accordance with section 164A of the Data Protection Act 2018, aethelwren Ltd maintains a process for receiving, acknowledging, investigating and responding to complaints concerning the processing of personal

data and the exercise of individuals' data protection rights.
You can complain if you believe we have mishandled your personal information or failed to respect your data protection rights. Examples include inaccurate records, unauthorised disclosure, inappropriate access, excessive retention, or concerns about our response to a subject access request. We will acknowledge a qualifying data protection complaint within 30 days of receipt, take appropriate steps to investigate without undue delay, keep you informed of progress and tell you about the outcome without undue delay. We will explain any action taken or why no further action is appropriate. Our Information Governance and Data Security Lead oversees these complaints. If a complaint concerns the person responsible for overseeing the complaints process, another Director will oversee its handling.

### Your information rights and the ICO

A complaint is separate from a request to exercise your data protection rights, such as access, rectification, erasure, restriction or objection. If your correspondence includes such a request, we will handle it under the applicable legal timescale as well as this complaints process. You may complain to the Information Commissioner's Office (ICO) at any time about our handling of personal information. Website: ico.org.uk; telephone: 0303 123 1113. You do not need our permission to contact the ICO.

### Complaints involving GP practices or patient records

aethelwren supplies temporary workers to Client organisations. GP practices and other healthcare Clients generally remain responsible for their own clinical care, patient records and clinical complaints processes. If your concern relates primarily to care provided by a practice or a record controlled by that practice, we may direct you to its complaints or information governance contact. Where the concern also involves our workers, systems or handling of information, we will assess our responsibilities, cooperate appropriately and share information only where lawful and necessary. We will not disclose patient information to an unauthorised person.

### Confidentiality, fairness and outcomes

We handle complaints discreetly and share information only with those who need it to investigate or resolve the issue, or where disclosure is legally required. We may correct records, apologise, explain a decision, improve procedures, provide training or take other proportionate action. We cannot guarantee a particular outcome, disclose confidential employment information about others or override a client's independent decisions.

### Dissatisfied with the outcome

If you disagree with our response, reply to the outcome correspondence explaining what you believe was missed or handled incorrectly. Where practicable, a director who did not make the original decision will review it. For personal data concerns, your right to complain to the ICO remains available regardless of any internal review.

### Records and policy review

We keep a proportionate record of complaints, investigation steps, decisions and corrective actions, with access restricted to authorised persons and retention governed by our records policy. We review this policy at least annually or sooner following material legal or operational changes.

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**Contact details**
aethelwren Ltd
124 City Road, London, EC1V 2NX
Email: enquiries@aethelwren.net
Website: aethelwren.net