



VITALITY PERSONEL LTD

Complaints Procedure

Vitality Personnel Ltd

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Important review note

This document is an original website publication draft prepared for Vitality Personnel Ltd. It is not legal advice. Before publication or operational adoption, the company should confirm that the text reflects its actual processes, suppliers, systems and contractual arrangements, and obtain review from an appropriately qualified UK legal or compliance professional.

1 Scope and document status

How clients, candidates and other stakeholders can raise concerns and how they will be handled. This document should be read with applicable contracts, procedures and privacy information.

2 How to complain

A complaint can be sent to Info@vitalitypersonnel.co.uk or posted to 17 Park Parade, London, NW10 4JH. Please explain what happened, relevant dates, people involved and the outcome sought. Do not include unnecessary sensitive information.

3 Acknowledgement and review

The company should acknowledge the complaint promptly, appoint someone with appropriate independence to review it, gather relevant records and give the complainant a reasonable opportunity to explain the concern.

4 Response

The company should provide a clear response explaining the findings, any corrective action and any further internal review route. If more time is needed, the complainant should receive an update rather than silence.

5 Safeguarding and urgent matters

An allegation involving immediate danger, abuse, exploitation, discrimination, fraud, serious misconduct or a criminal offence should be escalated without delay and referred externally where required. The complaints process does not replace emergency services or a statutory reporting duty.

6 Fair treatment and records

No person should be disadvantaged for raising a concern in good faith. Complaint records should be restricted, retained proportionately and used to identify appropriate improvements.

7 Contact

Vitality Personnel Ltd, 17 Park Parade, London, NW10 4JH, England. Email: Info@vitalitypersonnel.co.uk.

8 Review record

The final approved version should record its approver, approval date and any changes. This draft contains no invented certification, accreditation, regulator registration or professional endorsement.