

Complaints Handling Policy

1. Policy Statement

SeenEm[®] is committed to resolving complaints fairly, transparently and efficiently.

2. Scope

Applies to complaints from users, clients, workers, agencies and stakeholders.

3. Definition of a Complaint

Any expression of dissatisfaction relating to SeenEm[®]'s services, conduct, systems or decisions.

4. Complaints Process



Acknowledgement of receipt



Investigation of the complaint



Written outcome and resolution

5. Timescales

Complaints will be handled promptly and within reasonable timescales.

6. Confidentiality

All complaints will be handled sensitively and in accordance with data protection law.

7. Escalation

Where a complainant remains dissatisfied, escalation routes will be explained.

8. Review

Reviewed annually by the Board of SeenEm[®].



Approved by: The Board of SeenEm®

Review frequency: Annual

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