

# Compliments and Complaints

At PayStream we are passionate about delivering great customer service and always endeavour to provide accountancy services in the most professional and efficient manner possible. Your views are always important to us and we are pleased to receive your feedback, both positive and negative.

## Compliments

We prioritise the delivery of excellence throughout our organisation, and if you wish to share any compliments on our service please get in touch. If you are happy for us to use your feedback in our marketing material with prospective clients and Agencies, please let us know.

## Complaints

If the quality of our service provided has not met your expectations, then we would like to know. All disputes/complaints should, in the first instance, be brought to our attention as the employer to seek an early resolution.

Naturally, we want to resolve your problem as soon as possible, however if you do make your complaint by telephone, you may be asked to outline your concerns in writing.

Rest assured we will fully investigate the situation, and take steps to put things right as quickly as possible. All complaints made will be officially recorded and stored on our internal database.

## We commit to:

- Deal with your complaint in a confidential, fair and respectful way.
- Provide regular updates on our progress when resolving your concerns.
- Make positive changes to our services as a result of your experiences.

## You can expect:

- A Departmental Team Leader to review your complaint and give you a likely timescale for resolution.
- Your complaint to be escalated to a Manager if you are not satisfied with the initial response received.
- Escalation to a Director if you are dissatisfied with the response received.

## Get In Touch

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