

Complaints procedure

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If we get something wrong we would rather hear it than not. This is how a complaint is handled, whether you are an employer, a candidate or somebody who saw an advert they were unhappy with.

Complaints about your personal data

If your complaint is about how we have handled personal data, you have a separate statutory right to complain to us under section 164A of the Data Protection Act 2018. Use the data request form or email dpo@hiringuk.co.uk. We acknowledge within 30 days of the day after we receive it, investigate without undue delay, tell you the outcome in writing and keep a record. You can also go straight to the ICO.

Step 1: tell us, and get a reference

Use the form below and you get a reference immediately, on screen and by email, so you have proof you complained and something to quote if you chase us. You can also email hello@hiringuk.co.uk if you prefer, but then the reference comes with our reply rather than straight away.

We record complaints for 24 months so we can see patterns and fix causes. Nothing you write here is published, shared with the other party without telling you, or used for marketing.

Whichever route you use, tell us what happened, roughly when, and any reference number. We acknowledge every complaint within one working day, and the acknowledgement is automatic when you use the form.

Step 2: investigation

A member of the team who was not involved reviews it, looks at the records and, where an advert or account is involved, contacts the other party. We aim to give you a full written answer within 10 working days. If it is going to take longer we tell you why and when to expect it.

Step 3: escalation

If our answer does not resolve it, reply and ask for it to be escalated. It then goes to the director responsible, who reviews it afresh and responds within a further 10 working days. That is our final response.

Taking it further

- Personal data: the Information Commissioner's Office, ico.org.uk, 0303 123 1113.
- An advert charging work seekers a fee or another breach of recruitment law: the Fair Work Agency, which took over the work of the Employment Agency Standards Inspectorate in April 2026. Acas can also advise on 0300 123 1100.
- Labour exploitation: the Fair Work Agency, which absorbed the Gangmasters and Labour Abuse Authority on 7 April 2026 and answers on the same number, 0800 432 0804. Or the Modern Slavery Helpline on 08000 121 700.
- Discrimination: the Equality Advisory and Support Service.
- A billing dispute: as a business customer you may take the matter to court under the terms of business. We would always rather agree a credit.

If your complaint is about your own personal data

Choose "How we handled personal data" above, or use the data request form. Either way it reaches Grigore Octavian Pupazan, our Data Protection Lead. Before we can act on a request about your own records we need to be satisfied the request is yours: usually the email address you wrote from is enough, and if it is not we may ask one simple question about your own records. We ask only for what is necessary and proportionate, and we do not



demand a passport or a bank statement as a matter of routine.

What we do with complaints

We record every complaint, what caused it and what we changed. Complaint records are kept for 24 months and are covered by the privacy notice.