

# Pinnacle People



# Customer Information Handbook

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# Contents

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<b>Introduction</b>	<b>3</b>
<b>Our commitment to you</b>	<b>4</b>
<b>Our expectations of you</b>	<b>5</b>
<b>Health and Safety</b>	<b>6</b>
<b>Equality and Diversity</b>	<b>7</b>
<b>Customer Complaints</b>	<b>8</b>
<b>Protecting your personal information</b>	<b>11</b>
<b>Safeguarding</b>	<b>14</b>
<b>Payments or benefits in kind</b>	<b>15</b>
<b>About</b>	<b>16</b>

# Introduction

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Welcome to Pinnacle People, we're delighted to have the opportunity to work with you. We believe we can work together to identify the right tailored package of support and activities that will help you find and keep the right job.

Our service wouldn't be successful without the right people. We've invested in recruiting industry professionals from Recruitment, Human Resources, Business and Coaching. They are eager to work with you to put together the right plan and actions to help you search for & stay in work or to set up your own business and make a success of it. They have the knowledge and expertise to inform, advise and guide you at each step of the way.

In your first introductory session they will tell you about how we deliver our support, the range of products and services we have on offer and our commitment to you.

They will also induct you onto our provision and walk through the information within this booklet in greater detail and be available for any questions you have throughout our period of support.

## Pinnacle People

# Our Commitment to You

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You can expect us to:

- Provide a service that is engaging, positive and welcoming
- Work with you in a professional manner treating you with respect
- Help you identify the right package of support and activities for you to achieve your goals and to get you back to work
- Help you develop and update your personal plan of action
- Meet with you as often as you need with regular keeping in touch calls, text & emails in between
- Be proactive in helping you search for work
- Discuss your progress towards your goals, offering advice, guidance & encouragement at every meeting
- Provide a safe and healthy environment
- Demonstrate a zero tolerance approach towards inappropriate language & behaviour, misuse of computer equipment including viewing of improper content and bullying and harassment

# Our Expectations of You

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We expect you to:

- Be committed to finding and keeping work
- Be honest with us - tell us what we don't know but need to know in order to help you
- Treat our staff and your fellow Customers with respect and dignity
- Complete the activities you've agreed in your action plan
- Keep appointments with us along with any at Jobcentre Plus
- Be respectful of the environments in which we work and the people in them
- Conduct yourself in line with our zero tolerance approach of the above inappropriate actions
- Take ownership of your actions and responsibilities

# Health and Safety

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We will make sure that you are able to take part in our provision in a safe, healthy and supportive environment.

We will:

- Advise you who the First Aider is, the evacuation procedures and the signing in/out arrangements for any of the premises you attend
- Inform you how to report any part of our programme delivery to a member of staff if you think it may cause harm or put you or another in danger
- Expect you to take responsibility for ensuring the health & safety of yourself and others by reporting potentially dangerous situations or hazards

A full copy of our Health & Safety Policy will usually be displayed at our fixed premises but you can also ask for a copy.

# Equality and Diversity

Equality means that although everyone is different, they should be treated with an equal level of respect and have equal access to support and services.

Diversity means valuing and celebrating the differences in people, no matter what their sex, colour, race, disability, age, religion or other differences.

We want everyone receiving our support to feel safe, treated equally and with respect so you can expect us to:

- Challenge and remove harassment, bullying, victimisation and discrimination
- Actively promote equal opportunities for all

Should you feel that you are being discriminated against, you should notify us using the Complaints process detailed next. We commit to treating your concerns seriously and with utmost confidentiality.

# Customer Complaints

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We very much want your experience of our service to be a good one and all of our people will do their very best to make you feel comfortable and supported.

We treat all complaints very seriously and as a customer you have the right to complain if you feel or believe you have not received the level of service we have agreed, have been treated unfairly or unequally.

## You can make your complaint in a number of ways:

- Telephone Call
- Email
- Letter
- Via our website

## You should make your complaint to:

- Pinnacle People,  
Complaints Manager  
8th Floor Holborn Tower  
137-144 High Holborn  
London  
WC1V 6PL
- Tel: 0800 088 4000
- Email: [customer.service@pinnaclepeople.co.uk](mailto:customer.service@pinnaclepeople.co.uk)



## Fast resolution

We will aim to resolve your complaint within two working days from receiving the complaint:

- If the solution offered by the complaint owner meets with the satisfaction of the complainant and a verbal acceptance of the solution is received from the complainant the issue can be quickly resolved.
- The Complaint Owner confirms in writing to the Complainant the agreed solution.

If your complaint cannot be resolved quickly and/or the solution offered to the complainant is deemed unsatisfactory or further investigation is required, we will extend the time to investigate the complaint. The complaint owner will undertake a thorough investigation, considering all the points raised in the complaint to prepare a response.

## Complaint acknowledgement

If the complaint cannot be resolved within two working days and requires further investigation, an acknowledgement will be dispatched to the complainant by the complaint owner. The acknowledgement will confirm that a response will be provided within 5 working days.

## Extended Complaint Resolution

We will write to you with the outcome of our findings and our proposed solution to satisfy the complaint within 5 working days as confirmed in our acknowledgement.

If the solution offered by the complaint owner meets with the satisfaction of the Complainant the Complaint Owner will confirm in writing the acceptance of the Complainant to the agreed solution.

If you remain unsatisfied with the proposed solution and related actions, you should inform the Complaint Owner of the reason for your dissatisfaction within 2 working days.

## Escalated Complaint Action

On receipt of this, a further acknowledgement will be sent outlining the timescale in which you can expect to receive a response. This will usually be within 5 working days but may be extended further if the review requires more time for consideration.

The Complaint Owner will escalate your complaint to the next level of line management as appropriate for review. A senior manager will review your complaint, review the information established from the investigations and the resolution offered. They will write to you within 5 working days or within the timescale confirmed in the acknowledgement with the outcome of their review and findings. As part of this review the senior manager has the authority and discretion to recommend that necessary changes be made to our internal processes and procedures.

## Post Escalated Complaint Action

If, **after** the Escalated Complaint Action, you remain unhappy with our final response, you should take your case directly to the DWP Independent Case Examiner (ICE) who will carry out an independent investigation of the complaint.

- Tel (local call rate): 0800 414 8529
- Web: [www.ind-case-exam.org.uk](http://www.ind-case-exam.org.uk)
- Email: [ice@dwp.gov.uk](mailto:ice@dwp.gov.uk)
- Writing to:  
The Independent Case Examiner  
PO Box 209  
Bootle  
L20 7WA

# Protecting your personal information

We are committed to taking all necessary measures to ensure we maintain the confidentiality and security of personal data for which we are responsible, whether electronically or on paper.

The law protecting your personal information is the General Data Protection Regulation 2016 (GDPR) and the Data Protection Act 2018 (the “Data Protection Legislation”). We and our partners are committed to ensuring that your personal data is processed lawfully and respectfully.

In accordance with the Data Protection Legislation, we and our partners must have a valid lawful reason to process your personal data. We deliver programmes through a number of contracts on behalf of the Department for Work and Pensions (DWP) and so this is the legal basis for holding your information.

- DWP is the Data Controller in relation to the processing of your personal data
- We and our Delivery Partners are Data Processors, who process your data on behalf of DWP

## How do we use your information?

We will only collect and use your information for the lawful purposes of administering the services that we are contracted to deliver on behalf of DWP.

We will collect information about you initially from DWP, other referring organisations and yourself. The information we collect includes your name, address, national insurance number and

any other information relevant to the programme and service we are to deliver to you. This may include special category data such as health, ethnicity and religion where appropriate. We will only use this type of personal data with your explicit consent. We ask you for information about you so that we can identify other support and services which we feel could benefit you.

## How long will we keep your personal information?

We will not keep your personal information any longer than we are legally and contractually required to do so. Once we are no longer required to keep your information it will be securely destroyed, in accordance with the process we have agreed with DWP as the Data Controller.

## Sharing your Personal Information

When required to do so, we may share your information with the DWP, JobCentre Plus as per our contractual obligations and in accordance with the Data Protection Legislation.

- Where you have consented, we may contact your employer to verify your employment information and share employment details with DWP
- With your consent, we may share information with other services which we identify as being beneficial to you
- When necessary, for example, in the unlikely event for emergencies or safeguarding concerns, it may be in your vital interest to share your information with your GP, other Health Professionals or refer to external services that will provide help

We will not share your information with others unless required to do so by law and/or unless we obtain your consent.

## Right to Withdraw Consent

Where you have provided consent for us to share your information with a specific organisation or individual, you have the right to withdraw your consent at any time. Should you wish to withdraw your consent, please tell your Coach or send a written request to the Data Privacy and Compliance Manager (details below), who will process your request.

## Information Requests

If you have any questions in relation to your rights or if you would like to receive a copy of your records, correct or request erasure of your personal information, please contact our Data Privacy and Compliance Manager.

To make a request:

- You can tell your Coach who will start the process for you
- You can send your request in writing to: The Data Privacy Manager, Pinnacle People, 8th Floor, Holborn Tower, 137-144 High Holborn, London, WC1V 6PL
- You can email [data.privacy@pinnaclegroup.co.uk](mailto:data.privacy@pinnaclegroup.co.uk)

**Please note:** Your request will need to include sufficient information to enable us to correctly identify your records (e.g. full name, address, date of birth, and NI number if known).

We will respond to your request in accordance with the requirements of the Data Protection Legislation.

# Safeguarding

Everyone has the right to feel safe from all forms of abuse and harassment including physical, sexual, psychological, discriminatory, financial and neglect.

All staff have been vetted and approved to provide our range of services to you. They understand their responsibilities to provide an environment where you can report attitudes and behaviours that you do not agree with. If you want to find out more about our Safeguarding procedures, talk to a member of staff or alternatively contact us via:

- Tel: 0800 088 4000
- Email: [customer.service@pinnaclepeople.co.uk](mailto:customer.service@pinnaclepeople.co.uk)

Any feedback will be treated seriously with utmost confidentiality.

# Financial Support: Payments or Benefits in Kind

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Whilst you are on our provision, you may be entitled to receive financial support with expenses such as travel, childcare, interview clothing. At our first meeting with you we will explain how we approach entitlement and the part you play in helping us ensure you receive the right level of financial support and providing evidence.

Our aim is of course to help you progress into work. At that point we may support you with things such as bus or train fares, special clothing or equipment that you need to carry out your employment. At this point these could be deemed as 'payments or benefits in kind' because we or our partners have supported you financially whilst in work.

If you do receive any Payment or Benefits in Kind it is your responsibility to find out how they affect your tax and national insurance liabilities and take necessary action by getting in touch with HM Revenue & Customs (HMRC).

HMRC can be contacted on 0300 200 3300. Monday to Saturday 8.00am to 10.00pm, Sunday 9.00am to 10.00pm.

- **Registered Office**

8th Floor  
Holborn Tower  
137-144 High Holborn  
London  
WC1V 6PL

- **Telephone**

0800 088 4000

- **Email**

[customer.service@pinnaclepeople.co.uk](mailto:customer.service@pinnaclepeople.co.uk)

- **Web**

[www.pinnaclepeople.co.uk](http://www.pinnaclepeople.co.uk)



In  
partnership  
with

**Department  
for Work &  
Pensions**



**European Union**

European  
Social Fund



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