

<b>Company Name:</b>	'Proman' is the trading name of all companies of the Proman group including PROMAN Supply Chain Ltd, PROMAN Managed Services Ltd and PROMAN Recruitment Ltd ('the Company')
<b>Company Contact details:</b>	Proman Group Head Office Building 2 Think Park Mosley Road Manchester M17 1FQ
<b>Document DP5A</b>	Complaints Policy and Procedure
<b>Date:</b>	September 2021
<b>Version:</b>	1

## Complaints Policy

Proman is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

## Complaints Procedure

If you have a complaint, please contact the **local Branch Manager** by phone **0161 746 8811 Option 2** in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please put your complaint in writing via the Complaints Form available on the PROMAN website by following the link below:

<https://proman-uk.com/Complaints-Policy>

## Next steps

1. We will send you a communication acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint ("**Allocated Complaint Handler**"). You can expect to receive our letter within 5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;

- We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. The allocated Complaint handler will invite you to discuss and hopefully resolve your complaint. S/he will do this within 5 days of the end of our investigation.
  6. Within 2 days of the meeting Proman will write to you to confirm what took place and any solutions that has been agreed with you.
    - If you do not want a meeting or it is not possible, the allocated complaint handler will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. S/he will do this within 5 days of completing his/her investigation.
  7. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1<sup>st</sup> Floor, 27 – 45 Stamford Street, London, SE1 9NT.

If we have to change any of the time scales above, we will let you know and explain why.

**NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.**