

REPRESENTED CLAIMANT COMPLAINT PROCEDURE



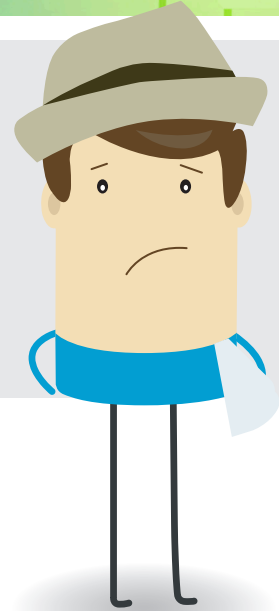
You can contact us to talk about your complaint using the channels and contact details below:

Email : complaints@premex.com

Phone : 01204 478 300
(select option 6 for customer service)

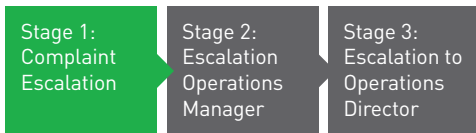
By letter :

Premex Services Limited
Premex House
Futura Park
Horwich
Bolton BL6 6SX



OUR COMPLAINTS PROCEDURE FOLLOWS A 3 STAGE PROCESS AND EACH STAGE IS EXPLAINED BELOW.

STAGE 1: Complaint Escalation



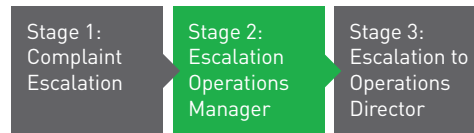
You can submit your complaint orally or in writing using the contact details and methods provided.

We will provide acknowledgement of the complaint within 2 business days.

All escalated complaints are allocated to a dedicated service manager who will investigate the cause of your issue and you will receive a written response within 5 business days. Some investigations may take longer depending on the nature of the complaint. If we feel we need more time to investigate, we will ensure you are kept informed throughout the process. In some cases, we may need to contact your legal representative to discuss your complaint.

At the end of this stage, our aim is to have provided a satisfactory resolution to your complaint. However, in the event you are not satisfied with the outcome you can request that the matter is escalated to stage 2 of our complaint procedure.

STAGE 2: Escalation to Operations Manager



At this stage of the process, your complaint will be escalated to the Operations Manager in charge of the department your complaint relates to. They will complete a full internal investigation and provide you with a written response within 5 business days.

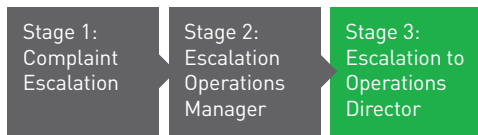
Should you still be unsatisfied with the outcome of your complaint, you can request that it is escalated to the final stage of the process.



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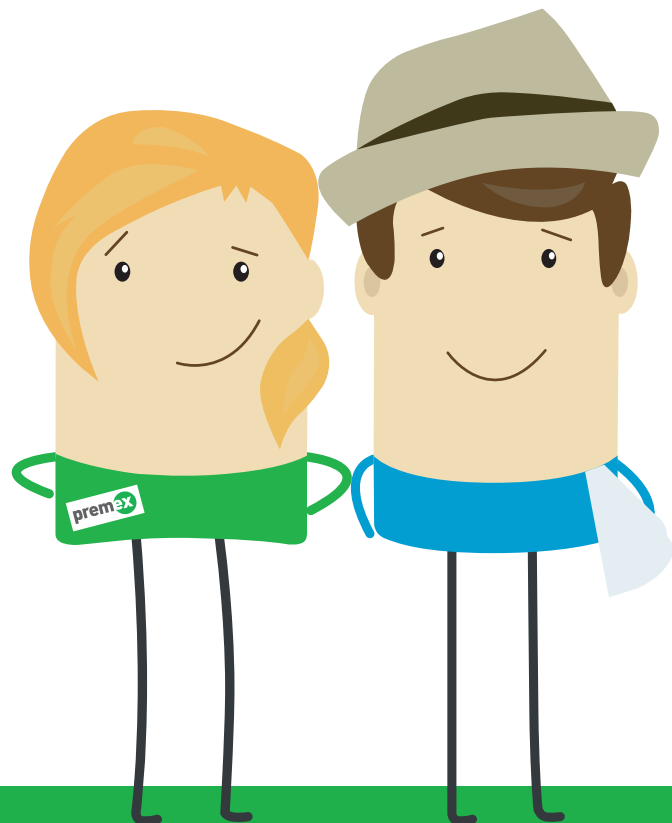


STAGE 3: Escalation to Operations Director



At the final escalation stage within our robust complaints procedure, your complaint will be escalated to our Operations Director, who has ultimate responsibility for our entire operation.

Your complaint will be reviewed and full and final response will be provided within 7 business days.



How we use your feedback

All of the feedback we receive is logged and recorded. We regularly share information within our business to develop our employee training programmes and improve our processes and service.

