

# CUSTOMER/ EXPERT COMPLAINT PROCEDURE

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

**Email :** [complaints@premex.com](mailto:complaints@premex.com)

**Phone :** 01204 478 317

**By letter :**

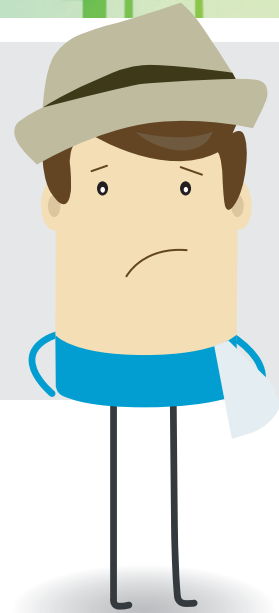
Premex Services Limited

Premex House

Futura Park

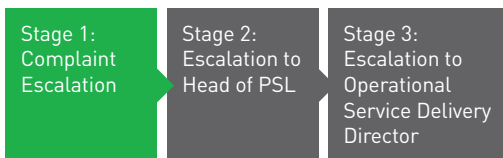
Horwich

Bolton BL6 6SX



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

## STAGE 1: Complaint Escalation



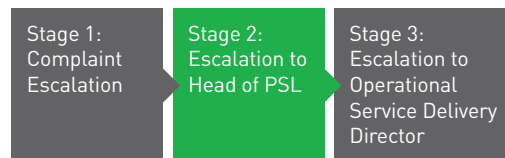
You can submit your complaint orally or in writing using the contact details and methods provided.

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 or verbal 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.

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 Head of PSL



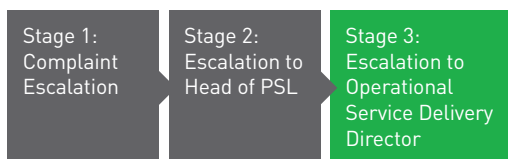
At this stage of the process, your complaint will be escalated to the Head of PSL. They will complete a full internal investigation and provide you with a written or verbal response within 5 business days.

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

**premex**

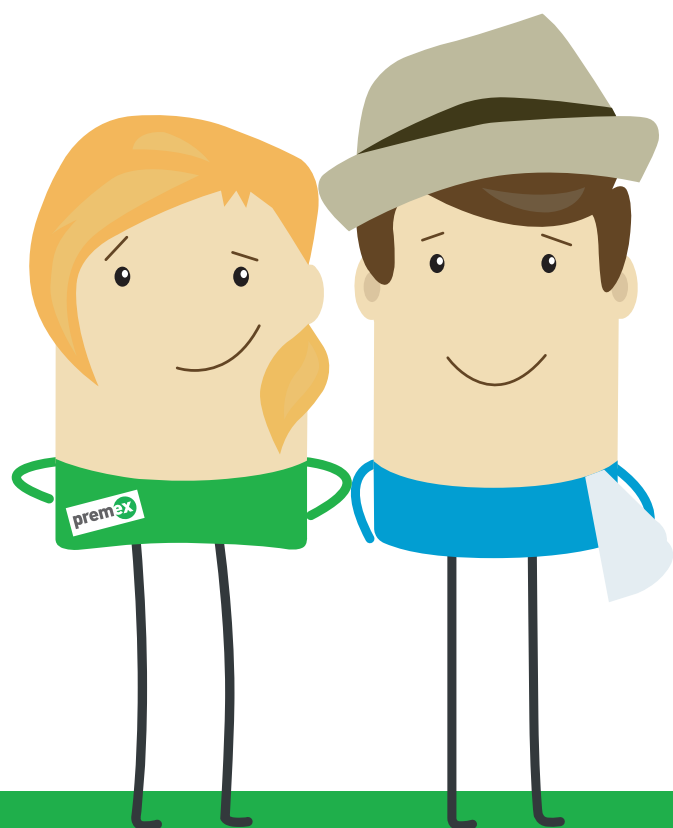
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## STAGE 3: Escalation to Operations Director



At the final escalation stage within our robust complaints procedure, your complaint will be escalated to the Operational Service Delivery Director, who has ultimate responsibility for the department your complaint relates to.

Your complaint will be reviewed and a 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.

