

UNREPRESENTED CLAIMANT COMPLAINT PROCEDURE



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

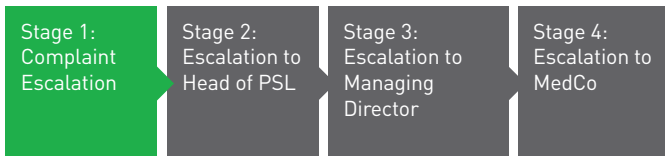
Email : complaints@premex.com
Phone : 01204 478 317

By letter : Unrepresented Claimant Feedback
Premex Services Limited
Premex House
Futura Park
Horwich
Bolton BL6 6SX



**OUR COMPLAINTS PROCEDURE FOLLOWS
A 4 STAGE PROCESS AND EACH STAGE IS
EXPLAINED BELOW.**

STAGE 1: Complaint Escalation



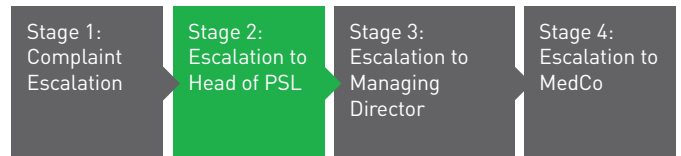
You can submit your complaint orally or in writing using the contact details and methods provided.

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 Premex Services Limited. They will complete a full internal investigation and provide you with a written or verbal response within 5 business days.

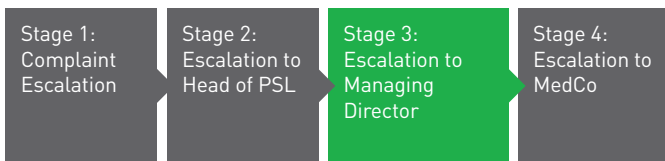
Should you still be unsatisfied with the outcome of your complaint, you can request that it is escalated to the final stage of the process.



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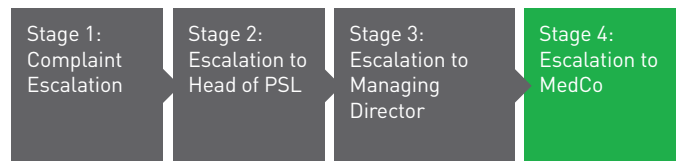
STAGE 3: Escalation to Managing Director



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

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

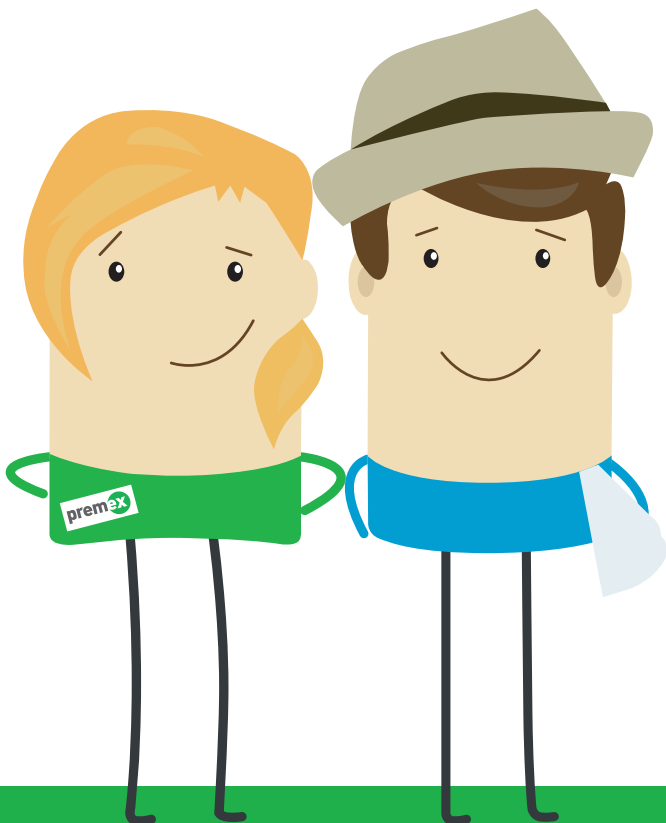
STAGE 4: Escalation to MedCo



If you remain unsatisfied with the resolution provided by Premex following stage 3 of our process, you can raise your complaint with MedCo.

Medco are an external governing body for accredited medical reporting organisations.

They can be contacted via the email address:
MedCoEnquiries@mib.org.uk



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.

