

PSMG LIMITED COMPLAINTS POLICY STATEMENT

PSMG acknowledges that, despite our best efforts, errors can occur. As much of our work involves individuals, mistakes are sometimes inevitable. However, when systems are involved, resolving issues can be more straightforward. This policy outlines how we handle complaints from clients and suppliers to ensure effective resolution and continual improvement.

SCOPE

This policy applies to all complaints received from clients, suppliers, and other relevant stakeholders. All complaints are taken seriously, and we commit to addressing them in a professional, timely, and transparent manner.

COMPLAINT RECORDING AND DOCUMENTATION

1. Every complaint received, particularly from clients, will be recorded and documented. Complaints are logged into the Complaints Register and discussed during our regular management meetings to ensure accountability and review.
2. Complaints from suppliers will be handled via telephone and email. Both the complaint and its resolution will be documented to ensure transparency and thorough resolution.

COMPLAINT HANDLING PROCEDURE

Receiving the Complaint:

1. Complaints should be submitted by the Complaints Form but can be submitted by clients and suppliers via telephone, email, or in-person communication - they should be directed to the form or an employee fill out form.

Investigation:

1. A thorough investigation will be conducted to understand the root cause of the issue, whether it stems from a system error, human mistake, or other factors.
2. We will involve relevant team members or departments to gather all necessary information and assess the situation.

Resolution:

1. After reviewing the complaint, we will provide a response outlining the findings and proposed resolution.

2. If applicable, corrective measures will be put in place to prevent similar complaints in the future.

COMMUNICATION AND FOLLOW-UP

1. We will keep the complainant informed throughout the resolution process, providing regular updates on progress.
2. Once a resolution has been reached, a final communication will be sent to the complainant, summarising the outcome and any actions taken.
3. If the complainant is satisfied, the case will be closed. However, if they remain dissatisfied, they may escalate the matter to a higher management level for further review.

CONTINUOUS IMPROVEMENT

1. All complaints and resolutions are reviewed periodically to identify patterns, recurring issues, or areas for improvement.
2. Feedback from complaints will be incorporated into training programs, system improvements, and workflow adjustments to enhance overall customer satisfaction and operational efficiency.

CONFIDENTIALITY

1. We respect the privacy of all involved parties. Personal details and specifics regarding complaints will be kept confidential, shared only with personnel involved in the resolution process.

CONTACT INFORMATION

For submitting complaints or inquiries, please contact us at:

- <https://forms.gle/hzSA7QKf6Y8pnVvx9>
- **Address:** 21 Apex Court. Woodlands, Bradley Stoke, Bristol, BS32 4JT

Jason Silcox



Business Director
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