

## PROVENTURE COMPLAINTS POLICY

### Purpose of Policy

This policy explains the different stages that people can go through in order to make a complaint regarding Proventure staff and services. Proventure is committed to providing high quality services. To do this Proventure need to listen to feedback from people and deal with complaints and concerns in a fair, timely and efficient way. It is also important that we take appropriate and relevant actions to remedy wrongs, resolve concerns and complaints and share learning to prevent recurrence.

### Scope of Policy

Clients	✓	Candidates	✓	Staff	✓	Wider contacts	✓
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### Complaints

Sometimes things go wrong. This is an opportunity to learn and improve. All complaints are dealt with by Stephen Cooley (MD) in the first instance. If complaints cannot be resolved by agreement, we commit to considering a process of arbitration or external facilitation to find a mutually agreed solution. Such resolution has never been required since starting trading in 2006.

If a client or candidate has a complaint, they would be able to begin the following process. Details of which can be found in the footer of our website – [Proventure Consulting](#) Please contact us directly to make us aware of your complaint. You can do so in a number of ways:

**Phone:** 0161 835 3377, speaking with Elaine Smith, Office Manager

**Email:** addressed to Elaine Smith, Office Manager via [pv@proventureconsulting.co.uk](mailto:pv@proventureconsulting.co.uk)

### What will happen next?

1. We will send you an email acknowledging receipt of your complaint within two days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Managing Director who will review your matter, investigate across the business with all colleagues, and speak with members of staff specifically who interacted with you.
3. The Managing Director will then respond to you to address and hopefully resolve the complaint. He will do this within 14 days of sending you the acknowledgement email.
4. Within three days of the investigation being completed, the Managing Director will write to you to confirm any previous correspondence and/or discussions with you which took place and any solutions he has agreed with you.
5. If you do not want to discuss the matter directly or it is not possible, the Managing Director will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement email.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an independent arbiter or someone unconnected with the matter at Proventure to review the decision.
7. We will write to you within 14 days of conducting a review, confirming our final position on your complaint and explaining our reasons.