

Supply London complaints procedure

Our Aim

Supply London is committed to providing a quality service for its clients. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, and in particular by responding positively to complaints, and by putting mistakes right.

We aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

Purpose

The Supply London Complaints Procedure applies to delivery functions carried out under the project. The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you so that he or she has a chance to put things right.

Staff members are obliged to inform the Programme Manager of any complaints received

You can expect your complaint to be acknowledged within 2 working days of receipt, and an initial response from the Programme Manager within 4 working days of making the complaint.

Complaints can be made via your allocated adviser, any other staff member or by emailing supplylondon@pera.com

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to the Departmental Director at the following address:

Public Programmes Director, Pera Group, Nottingham Road, Melton Mowbray, Leicestershire, LE13 0PB

You will receive a response within 10 days of receipt of complaint

Final Stage

If you are not satisfied with the subsequent reply from Pera's Departmental Director, then you have the option of writing to Pera's Chief Executive stating the reason why you are dissatisfied with the outcome.

Chief Executive, Pera Group, Nottingham Road, Melton Mowbray, Leicestershire, LE13 0PB

You must do this within 10 days of receiving the written response from the divisional director.

The Chief Executive (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation