

# Penna Complaints Policy



## 1. Policy Statement

Penna is committed to providing our clients and candidates with the highest level of service and strives to improve our business practices based on your feedback.

This policy is to provide guidance should you wish to raise any concerns regarding the level of service you may have received from us.

We would encourage you to raise your concerns with your key Penna contact should you have one, however if you feel this is not appropriate or you are not satisfied with the resolution, please follow the procedure below.

Complaints are a positive aid to improving our business as they may highlight procedural faults, the changing of which may improve our quality of service and therefore must be documented, investigated and followed up.

### Our aim is 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 a timely and full response
- We treat it seriously whether it is made by telephone, by letter or by e-mail
- We deal with it promptly, politely and professionally
- We respond in the proper manner, with an explanation and a very clear 'we're sorry' if we have got things wrong and provide you with information on actions being taken to prevent any future occurrence
- We don't have many complaints, but that we learn from those we receive, and use them to improve our service, retrain our staff or review our business processes

## 2. How to make a complaint

You can make a complaint by

- Writing
- Telephone
- Emailing

Our address is **Penna, 5 Fleet Place, London, EC4M 7RD**

Our telephone number is **020 7332 7777**

Our email is **feedback@penna.com**

Our Managing Director is **Julie Towers** - **julie.towers@penna.com**

Our Chief Operating Officer is **Keith Pilling** - **keith.pilling@penna.com**

If you are sending your complaint in writing, please provide your telephone number if a response by telephone would be convenient or a full postal address.

## 3. Responding to your complaint

We will acknowledge your complaint within 24 hours and respond in full within 3 working days from when we receive your complaint. If it is not possible to give you a full reply within this timescale, for example, if your complaint requires a more detailed investigation, we will update you with an interim response advising you on the actions being taken and the timescale this is likely to take. We will however endeavour to ensure that all complaints are resolved within 15 days of the complaint being received.

