

## COMPLAINT PROCEDURE

Proxa Consulting provides professional services to all our clients and candidates. We will always listen to both positive comments and critical complaints and use them to improve our service.

A complaint is classified as any written or spoken expression of dissatisfaction with any of the services we provide. At Proxa Consulting we take all comments, feedback and complaints seriously.

We aim to:

- Deal with comments, feedback complaints openly, promptly and honestly
- Try to resolve complaints amicably as soon as possible
- Learn from complaints to improve our services

Dealing with your complaint, all our staff will be courteous, polite and helpful. In the unlikely event that you should need to make a complaint please contact the CEO Thomas Proxa.

**By letter:**

SVS House

Oliver Grove

London

SE25 6EJ

United Kingdom

**By E-mail:** [thomas@proxa-consulting.com](mailto:thomas@proxa-consulting.com)

**By Phone:** +44 (0)7831591438

Should you choose to register your complaint on the telephone; Proxa Consulting will endeavour to resolve your complaint as quickly as possible. Alternatively, if you opt to write to us with your concerns, we will respond promptly, usually within five working days of receipt of your correspondence.