



PG Global Complaints Procedure

The complaint is sent to contracts@pg-global.com the complaint is received and details are recorded on the complaints log sheet. The complaint is then forwarded to the manager of the department for them to liaise with the person that has made the complaint.

In the event of the manager being on annual leave/unavailable, the complaint will be dealt with by another manager of equal status.

The complaint will be investigated and all relevant parties will be informed of the outcome.



If it happens that the customer/candidate/employee feels the complaint has not been dealt with in the correct way then the complaint will then be passed to the Head of HR



HR will then take on the complaint but if the customer/candidate/employee is still not happy then it is then passed onto a Director of the company.



If the customer/candidate/employee is still unhappy with the outcome then they are encouraged to take the complaint to the MCA and or REC who will act as an independent external reviewer.

MCA, email: mlc@mcga.gov.uk

REC, online form:

<https://www.rec.uk.com/membership/compliance/complaints/how-to-complain-about-an-rec-member>

