



Photon Project Management

Customer Feedback, Complaints,
and ADR Procedure

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Purpose

This procedure ensures that all customer feedback and complaints are handled with transparency and efficiency, aiming for a quick and fair resolution. It also outlines the steps for escalating unresolved complaints to an ADR body, in line with our commitment to quality and customer satisfaction.

How to Submit Feedback or a Complaint

You can submit feedback or a complaint through the following channels:

By Email: Send your complaint to info@photonpm.com. Include your full name, contact information, order/reference number, and a detailed description of your issue.

By Phone: Call our Customer Service team on 08000 485 150. Lines are open from 09:00 – 17:00, Monday – Friday.

By Post: Write to us at:

Photon Project Management
Unit 19 – 20
Mardon Park
SA12 7AX

What Information to Include

To assist us in handling your complaint promptly, please include:

- Your full name and contact details (email and phone number).
- Order or service reference number (if applicable).
- A detailed description of the issue, including relevant dates, times, and people involved.
- Supporting documentation, such as receipts, images, or any prior correspondence.

Acknowledgement

We will acknowledge your complaint within two business days of receiving it.

You will receive an acknowledgment by email or phone, confirming receipt and outlining the next steps in our investigation.

Complaint Handling Process

Investigation

Upon receiving your complaint, our team will investigate the issue by reviewing your account or order details, contacting relevant staff, and analysing any supporting evidence.

Resolution

Our aim is to resolve all complaints within 10 business days. If we require more time, we will inform you and provide regular updates.

Response

After our investigation, we will send you a detailed response explaining the outcome and any corrective actions that will be taken.

If You Are Not Satisfied

If you are dissatisfied with the outcome of your complaint, you can request an escalation. Your case will be reviewed by a senior member of our management team for further investigation and reconsideration.

If, after the escalation process, you are still not satisfied with the resolution, you may opt for Alternative Dispute Resolution (ADR) as a final step to resolve the issue.

Alternative Dispute Resolution (ADR)

In the event that we are unable to resolve your complaint through our internal process, we offer ADR as an independent and impartial option for dispute resolution. ADR helps you seek an objective resolution without going to court.

ADR Process

We work with the following ADR authority: HIES

You will be asked to provide a detailed account of the complaint and any relevant documentation. HIES will then review the case impartially.

Here's a link to their website:

<https://www.hiesscheme.org.uk/who-we-are/>

HIES Installer Complaint Form:

https://qaschemesupportservices.formstack.com/forms/installer_complaint

Approved By: Dan Crossland, Managing Director

Date: 07/10/2024

Signature:

A handwritten signature in black ink, appearing to be 'Dan Crossland', written over a horizontal dotted line.