

Complaints Procedure

Version 3.0

Policy Owner: Head of People

Policy Audience: All

Effective Date: 1 July 2020

Next Review Date: 1 July 2021

Version Control

Version	Author of Change	Date	Reason
1.0	Rabinia Khan Paralegal	April 2018	Creation of procedure
2.0	Lindsay Rosul Operations Director	June 2018	Updates
3.0	Louise Patrick Head of People	July 2020	Updates

If you're not happy with any aspect of our service, you can contact us in a number of different ways:

By telephone

You can call us on 020 3948 9400 during our opening hours of 9:00am and 5:30pm.

By e-mail

Depending on which aspect of our service you are dissatisfied with, you can contact one of our team via e-mail:

For complaints regarding Pro-vide 2.0 or project sourcing activities:

Amabel Grant, Chief Operating Officer | amabel.grant@bloom.services

For complaints regarding invoicing or payment:

Kevin Berry, Finance Director | kevin.berry@bloom.services

For complaints regarding legal escalations:

Lee Dixon, Legal Counsel | lee.dixon@bloom.services

For complaints regarding contract management, project performance, or any other concern:

Jen Cassidy, Commercial Director | jen.cassidy@bloom.services

How long will it take?

We will respond to your complaint within 48 hours of receiving it. If we are able to resolve it straight away, we will tell you, and we will provide you with an update to keep you informed.

We aim to fully resolve all complaints within 2 weeks. If we can't, we will continue to keep you updated every 48 hours, unless mutually agreed otherwise, explaining what is preventing us from resolving your complaint.

If you remain dissatisfied

Once we have completed our investigation, if you remain dissatisfied, you should refer to your contract with us to understand the appropriate route for further escalation.