

## SERVICE IMPROVEMENT POLICY

Carbon60 welcomes feedback and treats all concerns as an opportunity to continually monitor and improve our service to clients and candidates. All concerns are taken seriously and individuals are encouraged to notify us so that we can investigate and take any action necessary. This policy summarises the procedure to be followed when registering a concern.

### When should I raise a concern?

In the event that you are dissatisfied with our service or should you have any concerns regarding your assignment you should notify us at the earliest opportunity. The sooner we are informed, the sooner the appropriate action may be taken.

### Who should I direct a concern to?

Please direct any concerns to your Carbon60 account contact in the first instance. In the event that your account contact is unable to help you, please escalate to the department head. Alternatively, if you have not yet been assigned an account contact, please email [Enquiries@carbon60global.com](mailto:Enquiries@carbon60global.com) and we will endeavour to respond to you within 2 working days.

### What if I am not satisfied with the response?

If neither the Carbon60 account contact nor the department head are able to resolve your concern, or if you are not satisfied with the response and you wish to make a formal complaint, please direct your complaint to the Compliance and Business Improvement Manager using the contact details below.

### How should I present my complaint?

Please put your complaint in writing and ensure to include the following:

- Full name and contact details;
- Company details (if applicable);
- Full description of the complaint to include:
  - Nature of the complaint
  - Dates and times of key events
  - Names of individuals and their involvement
  - Copies of any supporting documentation; emails, letters etc.

### How should I submit my complaint?

Email your complaint to: [carbon60\\_compliance@impellam.com](mailto:carbon60_compliance@impellam.com); or

Post to: Compliance and Business Improvement Manager, Carbon60 Limited, Buckingham House, Buckingham Street, Aylesbury, Bucks. HP20 2LA.

### When can I expect a response?

We would make every effort to acknowledge your complaint within 3 working days, followed by a formal response within a further 10 working days. In the event that more time is required to investigate the complaint you will be notified and response times will be amended accordingly. We will endeavour to keep you informed as to the progress of your complaint.