

Our Complaint Procedure



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Bright HR Limited ("Bright") is committed to providing an efficient and reliable service for its many customers. In order to achieve this, Bright keeps up-to-date with technology and employs well trained, dedicated staff.

On the rare occasions that any part of our service does not meet your full expectations, we have implemented a procedure designed to minimise the inconvenience to our customers and to resolve any complaint in a speedy and satisfactory manner.

It is the policy of Bright that all Customer Complaints are taken seriously and are dealt with in a uniform way and that the customer receives acknowledgment from the recipient of the complaint within 1 working day. A proposed resolution to the complaint should be issued to the customer within 5 working days or 28 days for a technical response.

If for any reason there is an unavoidable delay in issuing a response to the complaint the customer must be informed and a new deadline issued/agreed. All complaints will be dealt with by the Bright Customer Solutions Team and a designated person will be allocated so they have a definite point of contact.

All customers can contact this designated person if they have any questions or queries, or if they wish to enquire about the progress of a complaint.

The Customer Solutions Team are available during office hours **9:00am to 5.00pm Monday – Friday** (excluding bank holidays) by telephone on **0800 470 2432**

or email **CustomerSolutions@BrightHR.com**

Should any customer be dissatisfied with the handling of a complaint at any time, they should inform their designated person who can determine the most appropriate person to respond.

If you are dissatisfied having followed all the stages of the above, please write to:

Bright HR Limited Head of Customer Solutions

Bright HR Limited,

The Peninsula,

Victoria Place Manchester,

M4 4FB

Should you have any comments or feedback we would welcome them. Please send these to the **Bright HR Limited Head of Customer Solutions at the address above.**

Complaints to the Financial Ombudsman Service (“FOS”)

In the event that you remain dissatisfied, if you are an eligible complainant (as defined by FOS), you can refer your complaint to the FOS, free of charge, but you must do so within six months of the date of our final response. If you do not refer your complaint in time, the FOS will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

For more information, please contact the FOS at:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Or, call **0300 123 9123** or **0800 023 4567** or you can complain online. Full details can be found at:

www.financial-ombudsman.org.uk

0800 783 2806

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