



Customer Complaints Policy and Procedure

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Company: Direct Healthcare 24 Ltd
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Customer Complaints Policy and Procedure

Everyone at Direct Healthcare 24 Ltd is committed to ensuring that all our customers receive the best possible service. However, we recognise that, sometimes, some of our customers experience problems. We also recognise that complaints are a valuable form of feedback on our service delivery. We use this feedback to identify the root causes of complaints and to ensure that improvements are made to our processes for the benefit of both our customers and ourselves.

These are the promises we make to all customers who raise issues with us:

- We will listen to you, and make every effort to understand the reasons for your complaint. We care about why you are dissatisfied.
- We will endeavour to resolve your problem at your first point of contact.
- We will take ownership of your complaint to ensure resolution.
- We will offer fair solutions quickly.
- We also welcome positive feedback from customers about our services and staff.

How to complain or give feedback:

Informal Procedure

If you have a named contact in Direct Healthcare 24 Ltd, make your initial complaint or give your feedback to them. If you do not have a named contact, any one of our managers will do their best to resolve your complaint there and then if you email humanresources@dh24.co.uk

If your complaint cannot be dealt with immediately, or if the matter you are concerned about is very serious, you should use our formal complaints procedure.

Formal Procedure

Formal complaints and feedback can be made in writing, or by e-mail (humanresources@dh24.co.uk). Our staff will make sure that your complaint is entered into our formal complaints process. We will acknowledge your complaint within two working days.

Our target will be to provide you with a considered response within 10 working days of receiving your complaint.

If, for some reason, we cannot resolve the matter within 10 working days, we will keep you informed of the delay, the reasons for it, and will give you a date by which we will be able to give you a full reply.

If you are unhappy with the response we make to your formal complaint, please write, within one month, to:

Customer Relations
Direct Healthcare Ltd
18th Floor
The Broadgate Tower
20 Primrose Street

London
EC2A 2EW

E-mail: humanresources@dh24.co.uk

Your complaint and our response to you will be reviewed on behalf of our Managing Director and Chief Executive. The matter will be referred to one or more of our Directors to contact you as soon as possible.

In the unlikely event that your complaint remains unsolved, you can contact the Association of Professional Staffing Companies at the following address:

Chief Executive
Association of Professional Staffing
101 Borough High Street,
London,
SE1 1NL

Signed:  Date: April 2026

Chris Coyle