

Complaint Policy





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1. Definitions

Concern: A concern is an expression of worry, doubt, or dissatisfaction about a particular issue or situation. It typically indicates a feeling of unease or uncertainty and often precedes a formal complaint. Concerns can range from minor issues to more serious problems, and they are usually raised with the intention of seeking clarification, resolution, or improvement.

Escalation: Escalation refers to the process of raising a concern or complaint to a higher level of authority or responsibility when it has not been adequately addressed or resolved at its current level. Escalation may involve bringing the matter to the attention of a supervisor, manager, or other relevant decision-maker to seek further intervention or assistance in resolving the issue.

Complaint: A complaint is a formal expression of dissatisfaction or grievance regarding a product, service, or situation. It is typically made by an individual or group who feels that their expectations have not been met and will prompt investigation and action to address the underlying issues.

2. How to raise a complaint

At Pulsant, we value your feedback and take all complaints seriously. In the event you need to raise a complaint, please contact our Client Experience Team directly at clientexperience@pulsant.com.

We are committed to resolving complaints efficiently and providing you with the highest level of service. Thank you for helping us improve.

3. Required information

When raising a complaint, we aim to address your concerns effectively. To facilitate this process, please provide a comprehensive account of the event, including:

- Any relevant case numbers if applicable
- Specific dates and times associated with the incident
- The impact of the event to your business or operations
- Your desired outcome or resolution
- Any other detail prudent to the complaint.

4. Acknowledgement

Within 24 working hours, you will receive a confirmation reference, acknowledging receipt of your complaint. This email will outline the subsequent steps in our resolution process and provide an estimated timeline for our response.



5. Investigation

Your complaint will be escalated to an appropriate level within Pulsant for resolution. Please note that we conduct our investigations retrospectively, meaning the issue must be fully resolved before we can provide a response. This approach allows us to thoroughly analyse all the facts and provide a comprehensive response.

In the event of an ongoing issue, our dedicated Client Experience Team will ensure it receives the necessary escalation within Pulsant. Rest assured, they will diligently monitor progress until the matter is resolved, at which point the investigation will commence.

6. Response

Following a thorough investigation, we will communicate our findings and actions via email. This response will encompass an explanation of the incident, its underlying causes, and, if applicable, the improvement measures we have implemented. In cases of service failure, we will define the corrective actions taken or scheduled, accompanied by relevant timeframes for implementation.

7. Resolution

Following the response, the complaint case will be placed on hold for 5 working days before we will consider the matter closed. If you believe our response does not adequately address your concerns, or if you have further queries, please reply to the email, or call us on 0345 119 9900.

8. Post Resolution

Pulsant takes all complaints very seriously. All complaints are reviewed by our Continual Service Improvement Team to identify improvement actions and create the relevant post actions which are recorded and tracked. All complaints and identified improvements are reported to our board of directors each month.