PMS International Group plc
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Registration in England No. 1439694

Complaints Policy

PMS International Group Plc puts its customers at the heart of everything we do and we are committed to providing excellent customer service. However, we appreciate that sometimes things can go wrong.

When they do, we aim to deal with complaints promptly and sensitively, and be courteous and helpful at all times. We would hope, too, that you will be courteous and fair in your dealings with our staff at all times. All complaints received will be dealt with confidentially and in accordance with the requirements of the UK General Data Protection Regulations.

We will keep full and accurate records of all complaints we receive so that we can monitor the types of problems reported to us, the best way to resolve them and how long we are taking to deal with complaints. This also helps us to take a closer look at how we can improve in the future.

If you make a complaint, we will investigate it thoroughly and impartially, without discrimination or prejudice. We aim to resolve matters as promptly as we can, but if a complaint gives rise to serious issues, we may need to take extra time in order to investigate it fully and properly so that, wherever we can, we resolve the issue first time and learn from it and make improvements.

We will ensure that all decisions we make are proportionate, appropriate and fair given the circumstances of each individual complaint. Customer feedback is always welcomed as it is essential to the continual improvement and development of our product and services.

David Topple
Managing Director and Company Secretary

Signed: ..... Dated: 19th May 2026