

Prodrive (Property Maintenance) Limited
Complaints Procedure

CUSTOMER COMPLAINT

COMPLAINT TO
PRODRIVE SITE
OPERATIVE

COMPLAINT REPORTED
TO OFFICE
WITHIN 1 HOUR

COMPLAINT TO BE
DISCUSSED WITH
CLIENT BY SITE
MANAGER, VISIT
WITHIN 24 HRS

COMPLAINT
RESOLVED

COMPLAINT
ONGOING

VISIT BY CONTRACTOR
SENIOR MANAGEMENT
WITHIN 24 HOURS

COMPLAINT
RESOLVED

COMPLAINT
ONGOING

LOSS ADJUSTER
INVOLVED

COMPLAINT TO
PRODRIVE OFFICE

SENIOR MANAGEMENT
TO VISIT
WITHIN 24 HRS

COMPLAINT
RESOLVED

COMPLAINT
ONGOING

LOSS ADJUSTER
INVOLVED

COMPLAINT TO LOSS
ADJUSTER

SENIOR MANAGEMENT
TO VISIT
WITHIN 24 HRS

COMPLAINT
RESOLVED

COMPLAINT
ONGOING

MEETING ON SITE
WITH POLICYHOLDER /
PRODRIVE /
LOSS ADJUSTER
WITHIN 48 HOURS

COMPLAINT
RESOLVED

COMPLAINT
ONGOING

INSURERS
INVOLVED