

Complaints & Whistle-Blowing Procedure

At Proportion London we are committed to providing a high-level service to everyone, therefore it is important that if you feel dissatisfied with any matter you should have an effective means by which such a complaint can be aired and, where appropriate, resolved. This procedure is intended to ensure that we handle complaints fairly, efficiently and effectively.

Often people feel more comfortable in suggesting improvements rather than complaining formally. Anyone may make a suggestion at any time. To do so you should speak to a member of our management team, who can be contacted via the below contact details. You may be asked what the suggestion is regarding, this is so we can pass you onto the correct member of management to deal with your suggestion effectively. Alternatively, you can send an email to the below.

If you feel aggrieved at any matter and wish to make a formal complaint, please contact us via the below with details of your complaint. We will aim to deal with all complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Contact details

Showroom: 0207 749 1300
Factory: 0208 498 3070
Email: info@proportion.london

Once your complaint has been received it will be sent to the manager of the relevant department, who will then send you an email acknowledging receipt within 3 working days of it being received. We will then investigate your complaint, this may include reporting back to you for further information.

We aim to have all complaints finished within 28 working days, unless we agree a different timescale with you. Once the investigation has been concluded the investigating manager will write to you to advise of any actions we have taken and our proposal to resolve your complaint.

If at this stage you are not satisfied with the outcome, you should contact us again and we will arrange for another member of our management team to objectively review the decision. We will write to you within 14 days of your request for a review, confirming our final position on your complaint and explaining our reasons.

Whistle-blowing

Proportion London takes the utmost pride in everything we do and aims to be a responsible business. If, however, you feel that we have made a mistake which you reasonably believe is in the public interest you can make a disclosure to the Managing Director. This may include;

- committing a criminal offence;
- failing to comply with a legal obligation;
- a miscarriage of justice;
- endangering the health and safety of an individual;
- environmental damage; or
- concealing any information relating to the above.

The logo for PROPORTION LONDON. The word "PROPORTION" is written in a large, serif, all-caps font. A small black dot is positioned above the first letter 'P', with a thin diagonal line extending from it down and to the right, crossing the vertical stem of the 'P'. Below the word "PROPORTION", the word "LONDON" is written in a smaller, all-caps, sans-serif font.

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These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen. The Company will take any concerns that you may raise relating to the above matters very seriously.

In the first instance you should report any concerns you may have to the Managing Director who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate official organisation or regulatory body.