

Endeavour (UK) Limited aim to resolve any complaints or appeals as quickly as possible. Therefore, any such issues should be raised as early as possible for clarification and for the provision of further information.

If you wish to make a complaint regarding any aspect of the service provided by Endeavour (UK) Limited, you should address your complaint via e-mail to [hr@endeavouruk.com](mailto:hr@endeavouruk.com) . Any such complaint should be submitted within 10 working days of the event forming the basis for the complaint. Complaints submitted after this time will not be considered by Endeavour (UK) Ltd.

You must title you complaint 'Complaint – (subject of complaint)' in the subject line and provide full evidence to substantiate your complaint. This can be provided either within the body of the complaint or as an attachment. If you do not provide this information, your complaint cannot be investigated.

Endeavour (UK) Limited will acknowledge your complaint within 5 working days. A full response to your complaint will aim to be provided to you within 20 working days stating whether your appeal has been upheld or not upheld. Notification of the outcome will be provided in writing either via e-mail or by letter.

If you've any queries about the contents of the policy, please email the HR Manager [hr@endeavouruk.com](mailto:hr@endeavouruk.com) .

Signed

Mr Christopher Lucas-Jones  
Managing Director  
Endeavour (UK) Limited

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