



PCG (QU) Service Charter

Parasol Limited “Safety in Numbers”

Communication

- Making it as easy as possible to contact our company during office hours, 8am to 6pm Mon-Fri by phone, email or web based live support.

Accuracy

- Providing clear, complete and accurate information on our services either by phone, online, email or post.
- Providing accurate invoices and payment confirmations.

Performance

- Ensuring that every aspect of our work is accountable.
- Continuously enhancing and improving our services and infrastructure to ensure that the service we provide continues to meet and exceed the expectations of our consultants and agency partners.
- Working with our consultants and agency partners to correct any problem and taking action to ensure that the problem does not recur.

Honesty and Integrity

- At all times striving to be honest, friendly and courteous, treating all Consultants as a valued part of the Parasol community.
- Making certain that should the level of service we provide fail to meet your reasonable expectations, we will take steps to rectify the situation, as soon as it is brought to our attention. In the event that you are not happy with the resolution provided, we will endeavor to escalate and resolve the issue within our stated procedures.
- Providing a formal, documented Complaints Procedure for issues that cannot be resolved within the departments concerned (see below for full details).

Privacy and Security

- Treating your personal information in the strictest confidence.
- Ensuring that details of your service are only discussed with you or your authorised representative - this will include passing the following personal details to the Professional Contractors Group (PCG):
 - forename
 - surname
 - email address
 - contact phone number
 - industry
 - agency/client name
 - your role
- No personal or financial details are left unencrypted on public systems.



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Our Obligations

- **New consultant set-up:** Registration of a new consultant can be completed within a maximum of two working days providing the entire necessary agency or client side paperwork is provided to Parasol Limited.
- **Enquiries:** We will take a maximum 4 hours within the working day (received by 2pm) and next working day if after 2pm. Subsequent dialogue regarding an enquiry will keep you informed of progress if a detailed response cannot be provided within one working day.
- **Invoices:** Will be processed and sent to the agency or client the same working day providing timesheets are input correctly before 2:30pm. Thereafter invoices will be sent to the agency/client within one working day of confirmed input to our website. Discrepancies between invoices and timesheets, caused by incorrect online entry will invalidate service deadlines.
- **Expenses:** Initial validation of expense claims that do not require receipts will be within two working days from receipt of the signed declaration from the Consultant. Expenses that require receipt validation will normally be undertaken within two working days but can extend to a maximum of five working days at month end.
- **Payments:** From the receipt of recognised electronic funds into the Parasol bank account and confirmation of remittance from the payee we will take a maximum of two working days to process and send funds via CHAPS. Once the funds have left the Parasol bank account they are subject to the timings and processes of the UK clearing bank system. CHAPS payments credit the account the same working day (up to 17:00 but can for certain types of account go into the next working day) but are subject to a strict processing deadline of 2:30pm Monday to Friday. CHAPS payments cannot be sent at weekends or bank holidays.
- **Pension Administration:** We will take a maximum of 2 working days to attend to pension related administration.

Your Obligations

- Ensure that your full contact details are up to date on our web site.
- Ensure that your bank account details are up to date on our web site.
- Adhere to the terms and conditions of the agency/client contract.
- Treat your support staff in a courteous and professional manner.
- Let us know if you are not happy with any aspect of our service.

Guarantee

Parasol guarantees the above minimum levels of service for each and every consultant working with us.



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Complaints Procedure

Our complaint procedure aims to resolve your problem as quickly as possible. At all stages of this process we will endeavour to acknowledge receipt of your complaint on the day it is received and to provide a full response within a further five working days. This procedure is designed to address problems that we have failed to resolve.

Stage 1

Initially your complaint should be addressed to customer.service@parasolit.co.uk or contact the Consultant Support team on 0870 744 3908.

Your concerns will be fully investigated by the service manager who will manage your complaint and get a response from the appropriate department, who will aim to respond fully.

Stage 2

If for any reason, you are not satisfied with our response, you should write to the:

Service Delivery Manager
Parasol Limited
Parasol House
840 Ibis Court
Center Park
Warrington
WA1 1RL

After acknowledgement of your letter, we will make a full independent assessment and then provide a complete email response.

Stage 3

If you feel that your concern still remains unresolved having received the written response from stage 2, you will need to respond to the Customer Service Manager. They will acknowledge your letter and pass it to the appropriate director for a full reply.

Stage 4

If you still feel that your complaint has not been resolved, please contact Mark Wharton, Operations Manager at the Professional Contractors Group (PCG) via email mark.wharton@pcg.org.uk or phone 0845 1259899.