

# New Red Planet: Complaints Procedure

## Making a Complaint

To make a complaint and seek a solution quickly, employees should ring New Red Planet (NRP) on: 0161 713 1730. NRP will work with the employee to resolve the issue immediately. Failing this, NRP will take the necessary actions to resolve the complaint and remain in contact with the employee during this process.

## How to Make a Complaint

**Call:** 0161 713 1730

**Email:** [info@newredplanet.com](mailto:info@newredplanet.com)

**Write:** New Red Planet Limited  
Glasshouse  
Suite 2F1  
Alderley Park  
Cheshire  
SK10 4ZE

## Recording Your Complaint

All complaints are recorded, and we will respond with acknowledgement within 10 days of receipt of the complaint.

## Review

If an employer is not happy with New Red Planet's response to their complaint, it will be reviewed by a member of the Senior Management Team. A response to the review will be given within 28 days.

## Confidentiality

All personal information will be treated as confidential. We will only share information with authorised people.