



## **COMMENTS, FEEDBACK AND COMPLAINTS**

PPL is committed to providing its customers with first-class service. We therefore welcome your feedback (positive or negative) about our service to you.

We appreciate that in some situations our public performance licensing customers or prospective customers may wish to give us feedback about the service they have received from us, in situations where they feel that this has not met their expectations. To do so, please follow the steps in the dedicated procedure set out below. We ask that you follow these steps from the beginning, to help us address your concerns effectively.

### **STEP 1**

In the first instance, please explain your concerns to the person at PPL with whom you have been dealing or who is currently communicating with you and they will seek to resolve the matter. Our opening hours are 9.00am to 5.00pm Monday to Friday and you can contact us via the telephone number or email address provided by the person with whom you have been dealing. If you have not yet spoken to anyone at PPL, or if you do not have the contact details of the person with whom you have been dealing, please contact us via the switchboard on 020 7534 1000 with your account number available if you have one.

### **STEP 2**

If the matter remains unresolved, please ask the person with whom you have been dealing to refer you to their Team Manager. Depending on the particular circumstances, you may be passed to the Team Manager directly or you may be provided with the Team Manager's contact details (post or email). When contacting the Team Manager, please include full details of your concerns, your PPL account number and why you remain dissatisfied. They will acknowledge your feedback upon receipt and will contact you with a written response within 14 days.

### **STEP 3**

If you remain dissatisfied after you have heard from the Team Manager, please email [pp.customerfeedback@ppluk.com](mailto:pp.customerfeedback@ppluk.com) or write to Customer Service Feedback (Public Performance), PPL, 1 Upper James Street, London W1F 9DE. When doing so, please include full details of your concerns, your account number and why you remain dissatisfied. This will then be reviewed and responded to in writing by the appropriate Customer Service Manager within 14 days.

### **STEP 4**

If you remain dissatisfied after you have heard from the Customer Service Manager, you can write to PPL's Head of Public Performance Operations (whose contact details will be provided by the Customer Service Manager). When doing so, please include your PPL account number and the reasons why you remain dissatisfied. The Head of Public Performance Operations will respond in writing within 14 days from receipt of your letter. Unless they recommend further action or investigation, we may then advise you that the complaints procedure has been completed.



## **INDEPENDENT COMPLAINTS REVIEW SERVICE**

The PPL Independent Complaints Review Service is a free service for use by our public performance licensing customers (whether or not those customers have already obtained or renewed their PPL licences), where they have followed the steps of PPL's published complaints procedure but are dissatisfied with the outcome. Through the service, you can obtain an independent review of your complaint by an external Complaints Reviewer.

The Independent Complaints Review Service, as with the complaints procedure, covers complaints about the service PPL has provided. So for example it could cover complaints relating to:

- The customer service, professionalism and manner of the individual(s) with whom you have been dealing at PPL (or of those organisations acting on our behalf);
- The quality or accuracy of the information provided to you by or on behalf of PPL; and/or
- An incorrect charge or other error in dealing with your PPL licensing requirements.

However, the Independent Complaints Review Service is not designed to review the pricing or structure of PPL public performance licensing tariffs or the fairness or meaning of PPL's public performance licensing terms. The service is also unable to deal with complaints regarding legal issues or commercial disputes.

More information about the Independent Complaints Review Service is available on request from PPL and we will provide full details of how to use this service when we respond to complaints at Step 4 of the complaints procedure.