

Complaints Policy & Procedure

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Approved By:	Danny Kindell
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Why you should tell us if something has gone wrong

NBM Technology is committed to the continuous improvement of its services. NBM Technology, therefore, welcomes feedback about the quality of services from customers, suppliers, visitors, and all other members of the community.

NBM Technology will treat all complaints seriously, fairly, efficiently, and deal with them positively and with respect.

We would also like to hear from you if you have any other comments or compliments about a service you have been provided.

When should you tell us if something has gone wrong

You should try to tell us what is wrong as soon as possible so that NBM Technology can look into the matter and investigate without delay.

In the first instance, if possible, you should talk to your account manager about the issue. If they are unavailable or unable to resolve the issue, or you would prefer to talk to someone else, you can contact the Operations and Commercial Manager. If you feel at any point your concerns are not being addressed, you can make a formal complaint using the process outlined below.

While NBM Technology will deal with all complaints, it may be more difficult to reach a suitable outcome if complaints are not received in a timely manner.

What to do if you wish to raise a formal complaint

You should put details of the complaint in writing and send it to Daryl Trent, Operations and Commercial Manager via daryl.trent@nbm.technology

On receipt of a complaint, NBM will:

- Acknowledge your complaint by the most appropriate method of communication (e.g. email; telephone; in person)
- Refer the complaint to the most appropriate senior manager in order to resolve the complaint promptly and efficiently
- The senior manager will provide a response confirming the actions taken in writing, or by other agreed methods of communications (e.g. email; telephone; in person) within 10 working days

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- Where complex matters require detailed investigation which may extend beyond 10 days, you will be kept updated on the progress and status of your complaint

What to do if you are not happy with the actions taken following your complaint

If you are not satisfied with the actions taken following your complaint, you can appeal to the Managing Director. You must appeal within 15 days of receiving notification of the actions taken in response to your complaint, clearly specifying your reasons for appeal. Appeals should be made in writing, or via other methods of agreed communications (e.g. email, telephone, or in person)

Upon receipt of an Appeal, the Managing Director will respond within 10 working days in writing, or via other methods of agreed communications (e.g. email; telephone; in person)

The decision of the Managing Director is final.

What records will NBM Technology keep

All records of complaints are kept confidentially for a minimum of three years.

NBM Technology will treat each complaint separately and will not re-visit complaints which have been closed to the satisfaction of the complainant and NBM Technology.

How will NBM Technology make improvements following your complaint

NBM Technology will provide training and development or adapt working practices, as appropriate, in order to learn from complaints and to improve the quality of service.

How will NBM Technology monitor complaints

All formal complaints are added to the CSI Risk register and are reviewed monthly by the senior team and in the quality management review meetings.

Review of the policy

This policy is reviewed fully at least annually.