

COMPLAINTS PROCEDURE

AIM: To deal with complaints in a timely, courteous and transparent matter.

PROCEDURE:

- This complaints procedure is available for clients to view. A printed copy is available with me in the van, and can be emailed or sent to the the client on request.
- In the event of there being cause for complaint, the complaint should be addressed to Steve Sharples (contact details above).
- The complaint may be made verbally (in person or by telephone), by email or other forms of electronic communication, or by physically writing. Note that complaints made by leaving a message on an answerphone or similar will not be accepted.
- All complaints will be recorded in the Complaints Record.
- If the complaint is by non-verbal communication, its receipt will be acknowledged under normal circumstances within two working days (Monday-Friday, excluding public holidays). In exceptional circumstances it may take longer, for instance if I am on a foreign holiday and not checking the business email address.
- An attempt will be made to resolve the complaint using the same method of communication by which the complaint was made.
- If the complaint is successfully resolved, the client will be asked to confirm this using the same method of communication that the complaint was made. For example, if the complaint was made verbally, then verbal confirmation that the complaint has been resolved will be sufficient.
- In the event that the complaint cannot be immediately resolved to the client's satisfaction using the same method of communication, then the client will be asked to put the complaint in writing using either email or a physical letter, as there may be difficulties archiving other forms of electronic communication.
- I will attempt to resolve the complaint to the mutual satisfaction of both parties within a timely manner.
- The action taken will be recorded in the Complaints Record.
- If you are still not satisfied, you can then contact:
 - **NAPIT.** An official complaint can be made by filling in their online complaints form. Their website gives some guidance at:
<https://www.napit.org.uk/home-owner/complaints-about-scheme-members.aspx>
Please use the following method to register a complaint with them:
 - Online: Complaint and appeals form:
<https://www.napit.org.uk/home-owner/complaint.aspx>
 - Their web site says, "If you have any problems filling in this form please contact Customer Services on 0345 543 0330"