

**Customer Complaint Policy and Procedure**

Our Aim:

At The NWH Group we are dedicated to providing exceptional service and operating in a transparent and accountable manner with trust and respect for our customers. We acknowledge that despite our best efforts, mistakes can occur, therefore, one of our primary objectives is to continuously enhance our service by actively listening to and addressing our customers' feedback promptly, rectifying any issues, and learning from these experiences to improve our operations. We believe in the importance of resolving customer complaints swiftly and effectively, with a focus on maintaining customer satisfaction and loyalty.

With this in mind, our aims are as follows:

To provide an efficient, fair, and structured process for investigating and resolving customer complaints.

1. To promptly and courteously investigate any customer complaints, maintaining confidentiality when appropriate, and endeavouring to resolve them in a timely manner.
2. To keep customers informed of the progress of their complaints and provide them with an expected timeframe for resolution.
3. To respond to customer complaints with explanations whenever possible and share information on any actions taken to address the issues raised.
4. To utilise customer complaints as opportunities for learning and improvement, incorporating feedback to enhance our service delivery.

Procedure:

Submission of Complaint: Customers can report their complaints by any of the following methods:

Calling our dedicated complaints line at 03333 20 4000

Sending an email to complaints@nwhgroup.co.uk

Filling out the complaint form available on our website.

When submitting a complaint, customers are requested to provide the following information:

1. Full name, telephone number, and email address for contact purposes.
2. Relevant dates, times, and location/address of the service provided.
3. Any relevant order/job/reference numbers provided by The NWH Group
4. A concise summary of the issue or problem experienced.
5. Any supporting photographic evidence, if applicable.

Acknowledgment of Receipt:

Upon receipt of a complaint, whether submitted electronically or through other channels, we will promptly acknowledge receipt. For complaints submitted electronically, acknowledgment will be sent within one business day.

Investigation: We will initiate an investigation into the customer's complaint promptly upon acknowledgment. Our investigation will be conducted diligently and impartially, ensuring all relevant details are considered.

Resolution: Once the investigation is completed, we will work towards resolving the customer's complaint or dispute fairly and expeditiously. We will communicate with the customer throughout the process, keeping them informed of the progress and any anticipated timelines for resolution.

Communication of Resolution: Upon reaching a resolution, we will communicate with the customer to provide an explanation of the outcome, including any actions taken to address the issues raised. We will strive to be transparent and responsive to the customer's concerns.

Learning and Improvement: Every customer complaint presents an opportunity for us to learn and improve our service. Therefore, we will analyse the root causes of complaints and incorporate feedback into our operations to prevent similar issues from recurring in the future.

The NWH Group is committed to ensuring that all customer complaints are handled with professionalism, empathy, and a commitment to achieving a satisfactory resolution. We value the feedback provided by our customers and remain dedicated to continuously enhancing the quality of our service.