

## Complaints Policy and Procedure

### Introduction

NETCO management Services Ltd is committed to the best possible service delivery when fulfilling all of its contracts.

NETCO management Services Ltd recognize the right of all the customers to hold us to account should we fail to comply with any aspect of the requirements as set out within that contracts that we have with them.

### Complaints

Should you be unhappy with any aspect of our delivery against contract requirements, you are encouraged to discuss this with the appointed person (Director) at NETCO in the first instance. You can contact the appointed Director by telephone, email or in writing.

### Director Bob Jones

NETCO management Services Ltd  
2 Heather Rise  
Burley in Wharfedale  
Ilkley  
West Yorkshire,  
LS29 7RA

Or by email: [bob@netcoservices.co.uk](mailto:bob@netcoservices.co.uk)

The Director will attempt to deal with the complaint to your satisfaction at that point and will communicate via email agreed solution/s to the complaint and a timescale for the implementation of these. An initial formal acknowledgement of the complaint will be received by yourself via email within **24 hours** outlining what has been agreed and the actions to be taken.

Should you feel unhappy with the outcome of your complaint or that it is more serious in nature and requires a full investigation you have the right of appeal. At this point an in depth review and investigation into the details and circumstances surrounding the complaint will be undertaken.

On completion of this investigation you will receive a written response within 5 working days. This will outline all of the findings of the investigation and present suggested actions and timescales to resolve the complaint to your satisfaction along with any disciplinary action to be taken by NETCO. If necessary and where appropriate NETCO will facilitate your appeal direct to the contracting organization.

