

## COMPLAINTS POLICY

### 1. Definitions

In this Complaints Policy, the following expressions have the following meanings:

<b>"Appeal"</b>	means your request to escalate a Complaint from Level One to Level Two if you are not satisfied with the outcome at Level One;
<b>"Appeal Handler"</b>	means an employee of Nevalee Business Solutions Ltd working at Director level who will handle Level Two Complaints;
<b>"Business Day"</b>	means any day (other than Saturday or Sunday) or bank holidays. Between the hours of 9 am and 5.30 pm
<b>"Complaint"</b>	means a complaint about the services sold by Nevalee Business Solutions Ltd, about our customer service, or about our employees.
<b>"Complaint Handler"</b>	means an employee of Nevalee Business Solutions Ltd working at the Management level who will handle Level One Complaints;
<b>"Complaints Policy"</b>	means this document;
<b>"Complaints Procedure"</b>	means the internal complaints handling procedure of Nevalee Business Solutions Ltd, which is followed when handling a Complaint and is available by contacting the company office for your reference
<b>"Complaint Reference"</b>	means a unique code assigned to your Complaint that will be used to track your Complaint;
<b>"Level One"</b>	means the first stage in our complaints handling procedure under which your Complaint will be handled by a Complaint Handler; and
<b>"Level Two"</b>	means the second stage in our complaints handling procedure, under which you may appeal the outcome of a Level One Complaint. Your Complaint will be handled by an Appeal Handler.

## 2. Purpose of this Complaints Policy

- 2.1 Nevalee Business Solutions Ltd welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our services, our customer service, or our employees, we want not only to resolve it to your satisfaction, but also to learn from it to improve our business and the customer experience in the future.
- 2.2 It is our policy to resolve Complaints quickly and fairly, where possible, without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
  - 2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about Nevalee Business Solutions Ltd, our services, our customer service, or about our employees;
  - 2.2.2 To ensure that everyone working for or with Nevalee Business Solutions Ltd knows how to handle Complaints made by our customers;
  - 2.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion.
  - 2.2.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

## 3. What this Complaints Policy Covers

- 3.1 This Complaints Policy applies to the provision of services by Nevalee Business Solutions Ltd, to our customer service and to our employees.
- 3.2 For the purposes of this Complaints Policy, any reference to Nevalee Business Solutions Ltd also includes our employees.
- 3.3 Complaints may relate to any of our activities and may include (but not be limited to):
  - 3.3.1 The quality of customer service you have received from Nevalee Business Solutions Ltd.
  - 3.3.2 The behaviour and/or professional competence of our employees;
  - 3.3.3 Delays, defects, poor workmanship or other problems associated with the provision of services by Nevalee Business Solutions Ltd
- 3.4 The following are not considered to be Complaints and should therefore be directed to the appropriate department
  - 3.4.1 General questions about our services;
  - 3.4.2 Matters concerning contractual or other legal disputes;

- 3.4.3 Formal requests for the disclosure of information, for example, under applicable legislation;

#### 4. Making a Complaint

- 4.1 All Complaints, whether they concern our services, our customer service, or our employees, should be made in one of the following ways:
  - 4.1.1 In writing, addressed to Operations Director, address stated on the Nevalee Business Solutions website
  - 4.1.2 By email, addressed to the Operations Director at [complaints@nevalee.biz](mailto:complaints@nevalee.biz)
- 4.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
  - 4.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled);
  - 4.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
  - 4.2.3 If you are making a Complaint about a particular support issue, provide the reference number that was emailed to you after raising the support request.
  - 4.2.4 If you are making a Complaint about a particular employee of ours, the name and, where appropriate, position of that employee;
  - 4.2.5 Further details of your Complaint, including, as appropriate, all times, dates, events, and people involved;
  - 4.2.6 Details of any documents or other evidence you wish to rely on in support of your Complaint;
  - 4.2.7 Details of what you would like Nevalee Business Solutions Ltd to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that to which we may be contractually or otherwise legally obliged.)

#### 5 How We Handle Your Complaint

- 5.1 Nevalee Business Solutions Ltd operates a two-stage complaints handling procedure. In line with our Complaints Procedure, our aim is to resolve Complaints to your satisfaction at Level One without further recourse to Level Two. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two

#### 4.3 Level One:

- 4.3.1 Upon receipt of your Complaint, the Operations Director identified above in Section 4.1 will log the Complaint in our complaints login, writing within ten business days, giving you a Complaint Reference.
- 4.3.2 When we acknowledge receipt of your Complaint, we will also provide details of your Complaint Handler. This may be the Operations Director to whom your original Complaint was directed (as above), or your Complaint may be assigned to another appropriate member of our team.
- 4.3.3 If your Complaint relates to a specific employee, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee in question should occur only through the Complaint Handler. We respectfully ask that you do not contact the employee directly regarding the Complaint while we work to resolve it.
- 4.3.4 If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to promptly supply any such information or evidence to avoid delaying the complaints-handling process. If, for any reason, you are unable to provide such information or evidence, we will use all reasonable efforts to proceed without it. Please be aware that we will not request further information or evidence unless we consider it necessary for the successful resolution of your Complaint.
- 4.3.5 We aim to resolve Level One Complaints within 5 business days; however, in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason, you will be informed of the delay, its likely duration, and the reasons for it.
- 4.3.6 At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and to escalate the complaint to Level Two as an Appeal.

#### 4.4 Level Two:

- 4.4.1 If you are not satisfied with the resolution of your complaint at Level One, you may appeal the decision within 5 business days and have the complaint escalated to Level Two. Appeals are handled by the Company Managing Director

- 4.4.2 Appeals, quoting your original Complaint Reference, should be directed to your original Complaint Handler, who will forward the request to an appropriate Appeal Handler. Receipt of Appeals will be acknowledged in writing within ten business days. Upon acknowledging receipt of your Appeal, we will also provide details of your Appeal Handler.
- 4.4.3 If your Complaint relates to a specific employee, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee in question should occur only through the Appeal Handler. We respectfully ask that you do not contact the employee directly regarding the Complaint while we work to resolve it.
- 4.4.4 If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to promptly supply any such information or evidence to us to avoid delaying the complaints-handling process. If, for any reason, you are unable to provide such information or evidence, we will use all reasonable efforts to proceed without it. Please be aware that we will not request further information or evidence unless we consider it necessary for the successful resolution of your Complaint.
- 4.4.5 We aim to resolve Level Two Complaints within fourteen business days; however, in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason, you will be informed of the delay, its likely duration, and the reasons for it.
- 4.4.6 At the conclusion of the Level Two procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final

## 5. Confidentiality and Data Protection

- 5.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with employees of Nevalee Business Solutions Ltd who need to know it to handle your Complaint.
- 5.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting the Operations Director, whose details are provided above in Section 4.1.
- 5.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our Privacy Policy available from the company website.

6. **Questions and Further Information**

If you have any questions or require further information about this Complaints Policy or our Complaints Procedure, please contact the Operations Director by email at stella@nevalee.biz.

7. **Implementation of Policy**

This Policy shall be deemed effective as of 1<sup>st</sup> January. No part of this Policy shall have retroactive effect and shall thus apply only to matters occurring on or after this date.

This Policy has been approved and authorised by:

**Name:** Keith Thompson  
**Position:** Managing Director  
**Date:** 1<sup>st</sup> January 2022  
**Due for Review by:** 1<sup>st</sup> January 2027

**Signature:**

