



Complaints and Compliments Process

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Introduction

Complaints and compliments are valuable forms of customer feedback that should feed into service delivery improvement. This process ensures a consistent approach is used for handling all types of feedback, both positive and negative, so it can stimulate change to improve the service delivery of the Company.

NYnet is committed to delivering excellent customer service. This process explains how a customer can expect any complaint or compliment to be handled within the Company.

The outcome of this process is that NYnet will provide a professional service to satisfy the expectations of all their customers in terms of quality, delivery and price.

If this process is not completed or completed poorly, the complaint may escalate or the employee will be unaware of a compliment that has been made about them.

Complaints Process

If a customer is not satisfied with a response from NYnet or any of its employees there is a formal complaints process.

A complaint about a product or service provided by NYnet might include the following:

- reliability of a product or service
- attitude and conduct of an employee
- delays in responding to a Change Request Form (CRF)

NYnet has a three step process for managing complaints:

	Receive acknowledgement within	Receive full reply within
Step 1	N/A	5 working days of receipt
Step 2	3 working days	10 working days of receipt
Step 3	3 working days	10 working days of receipt

The three steps are as follows:

Step 1

As a first step the customer should take their complaint to the person who dealt with their enquiry, or who deals with the service they wish to complain about. The customer can express their dissatisfaction by letter, email or telephone and should expect a reply from us within five working days.

Step 2

If the person dealing with the complaint has not been able to put things right, or the customer is not happy with the way the complaint has been dealt with, the customer can ask for a formal investigation. The customer will need to contact the Complaints Coordinator (see contact details below) who will provide further details of whom to address your complaint to. Depending on the nature and subject of the complaint the investigation will be undertaken by a member of the NYnet Service Management Team (not the Chief Executive). The customer will receive a formal reply within 10 working days of receiving their complaint.

Step 3

If the customer has been through Steps 1 and 2 and they are still not happy with the way the complaint was dealt with, or resolved, the customer can request that the Chief Executive reviews the Step 2 investigation. The customer should contact the Complaints Coordinator who will write/email the customer to advise whether the Step 2 investigation is to be reviewed and, if so, explain what will happen next. The customer can submit any additional information that they consider relevant to the review. The customer will receive a formal reply from the Chief Executive within 10 working days of submitting the complaint.

The Complaints Co-ordinator is the Leadership Support Officer – leadership.support@nynet.co.uk - 01423 598210.

Compliments Process

Compliments are expressions of appreciation by a customer which go beyond a mere 'thank you' and clearly aim to recognise and acknowledge excellent service provided by NYnet and/or one of its employees. Compliments may be verbal or hardcopy.

Anyone within NYnet who receives a compliment will:

- pass the compliment onto the employee concerned, if they are not the subject of the compliment themselves
- forward the details of the compliment to the member of Senior Management Team responsible for their area of work

The compliment will be recorded in the personnel file of the employee.

NYnet will always:

- answer telephone calls promptly and ensure that enquiries are dealt with courteously and professionally
- be open and honest in all our dealings with customers
- ensure that employees take responsibility for resolving or dealing with your query, or that they refer it to an appropriate colleague
- provide clear and straightforward information about our products and services to help you make informed choices
- listen to comments about our products and services and ensure that if problems occur immediate steps are taken to ensure they do not recur
- answer your correspondence within 5 working days of receipt. If we think it will take more than 5 working days to reply, we will let you know your correspondence has been received and tell you how long it will take to provide a full reply
- reply to all correspondence clearly, concisely and courteously and in plain English, avoiding jargon, abbreviations and acronyms unless we are certain that you will understand them
- act in accordance with the law.

Contact Information

Contacting NYnet for day to day operational matters such as incident management or request for additional products or services contact details are specified within the contract documentation and/or Customer Handbook.

However, if for any reason you are unsure as to whom to contact the general office contact details are as follows: NYnet Ltd, 80 High Street, Harrogate, HG2 7LW.

Email: enquiries@nynet.co.uk