

Introduction and Objectives

Nationwide Hygiene Group is committed to providing a quality service for its customers.

However, in the event of a complaint being raised, the Group aims to respond positively and correct any mistakes as appropriate, using a consistent process which can be tracked and reported on.

The Group recognises that some concerns may be raised informally, and will aim to deal with such issues quickly and efficiently. However, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Related Policies

Code of Conduct
Equal Opportunities

Policy

What is a Complaint?

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- The standard of service customers should expect from Nationwide Hygiene Group
- The behaviour of Nationwide Hygiene Group staff in delivering that service
- Any action, or lack of action, by Nationwide Hygiene Group staff or others engaged in the delivery of our service

The Group refers to these complaints as "service complaints".

Our complaints policy does not cover:

- Comments about our policies or policy decisions
- Matters that have already been fully investigated through this complaints procedure
- Anonymous complaints

The Group refers to these types of comments or complaints as "non-service complaints". These are handled differently, as set out in the "Comments and Non-service complaints" section detailed in our complaints procedures.

Not Controlled if Printed

The Company reserves the right to amend, change or withdraw any part of this document at any time.

Nationwide Hygiene Supplies

Nationwide House • Foxwood Road • Peak Business Park • Chesterfield • Derbyshire • S41 9RF
0844 499 6380 • sales@nationwide-hygiene.com

Our standards for handling Service Complaints:

- Complaints can be received by letter or email
- Nationwide Hygiene group will take all complaints seriously
- Complainants can expect to be treated with courtesy, respect and fairness at all times
- The Group expects that complainants will also treat staff dealing with their complaint with the same courtesy, respect and fairness
- The complaint will be treated in confidence
- The complaint will be dealt with promptly
 - The Group will acknowledge receipt of a written complaint within 6 hours
 - Complainants can expect to have a progress report within 24 hours
 - Complainants can expect to have a full reply within 3 working days - in a few cases it may not be possible to send a full reply within 3 working days of receipt (for example if the complaint involves a third party), if this happens, the complainant will be advised of the reason, given an estimated reply schedule and kept fully informed of progress
- In line with the Equal Opportunities policy, the Group will not treat anyone less favourably as a result of colour, race, disability, nationality, age, sex, sexual orientation, marital status, ethnic origin or religion, or who is disadvantaged by conditions or requirements that cannot be shown to be justifiable.

Ownership, Approval Process, Changes and Deviations

This Policy was approved by the Board of Directors of Nationwide Hygiene Group and is reviewed annually. The policy is owned by the Chief Executive, and all updates, changes, deviations and supplements will be authorised by this role.



Darren Broad
Chief Executive Officer

Not Controlled if Printed

The Company reserves the right to amend, change or withdraw any part of this document at any time.

Nationwide Hygiene Supplies

Nationwide House • Foxwood Road • Peak Business Park • Chesterfield • Derbyshire • S41 9RF
0844 499 6380 • sales@nationwide-hygiene.com