



NCS - Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. You can email your complaint to complaints@ncs-ltd.com or post to Customer Complaints Officer, NCS, 65 Rodney Street, Glasgow, G4 9SQ. We have eight weeks to consider your complaint. If we have not resolved it within this time, you may complain to The Ombudsman Service.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Customer Complaints Officer who will review your matter file and speak to the member of staff who acted for you.
3. Our Customer Complaints Officer will then invite you to a meeting to discuss and hopefully resolve your complaint. She/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the Customer Complaints Officer will write to you to confirm what took place and any solutions she/he has agreed with you.
5. If you do not want a meeting or it is not possible, our Customer Complaints Officer will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter within NCS to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Ombudsman Service;

Phone: 0330 440 1614

Email: OSMembers@os-communications.org

Registered Office: 3300 Daresbury Park, Daresbury, Warrington, WA4 4HS.