

Complaints Procedure

How to complain about North London Business/Services Provided by North London Business

We hope that most problems can be resolved simply by getting in touch with your regular contact within North London Business. If, having done this, you remain unhappy about the problem you may wish to make a formal complaint.

Our promise to you

North London Limited aims to provide a responsive and timely service to all our customers, we will:

- treat all complaints seriously and deal with them properly;
- resolve complaints promptly; and
- learn from complaints and take appropriate action to improve our service.
- Treat all complaints with confidentiality.

How to make a complaint

If you have a complaint about the service provided by North London Business you can send your complaint by post, fax, e-mail or via the complaints form attached. In all cases you should aim to provide as much relevant information as possible so that we can deal with your complaint promptly. Please also include your contact details in case we need to obtain more information from you.

All complaints about North London Business should be sent in the first instance, to the Office Manager.

What happens next?

You will receive an acknowledgement from us that your complaint has been received. If you do not receive an acknowledgement within five working days of submitting your complaint, please contact the Business Growth Team.

Responding to complaints

In acknowledging receipt of your complaint, we will give an indication of how long it will take to send you a detailed response. In most cases, we would aim to provide a full reply within ten working days. However, this may not always be possible, especially if we need to obtain further information from someone outside North London Business. If it proves impossible to send a detailed answer to your complaint within the time originally indicated we will contact to you again explaining the reason why and to tell you when you will receive a full response.

Dealing with complaints

All complaints will be managed by the Business Growth Manager. The manager responsible for the area to which your complaint relates will handle a detailed investigation into your complaint. The CEO of North London Business will also take a personal interest in each complaint.

If, following our response, you are not satisfied, you can ask for your complaint to be referred to CEO/The Board of Directors.

Complaints Form

If you wish to make a complaint please complete the form below

Contact details

Name

Organisation (if applicable)

Address

Telephone number

email address

Nature of your Complaint:

Please be as specific as possible, providing as much detail as possible

Have you already discussed this matter with anybody in North London Business or another Department?

If yes, please indicate who you have been in touch with, which department they work for & dates and times of the contact.

Was any action taken following your communications?
If yes, please provide details

Please provide any other details which you think may be relevant to your complaint.

For office use:

Received By:

Details of investigation:

Investigating officer

Acknowledgement letter sent:

Outcome:

Letter of resolution sent:

Customer acknowledgement: