

National Conciliation Service

Complaint Handling Policy

How to make a complaint:

We are committed to providing highest quality of customer service standards however if you wish to make a complaint you can contact us in writing.

Please note, that we can only investigate complaints related to the process followed during the handling of your complaint, we cannot review or change the outcome of the adjudication in your case.

All complaints should initially be addressed to:

Customer Service Manger
National Conciliation Service
PO Box 6562
Rugby
CV21 9QP

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- Your full name and contact details
- Your file reference number (if you have it)
- Service Provided Conciliation or Arbitration
- What you think we have got wrong
- What you hope to achieve as a result of your complaint
- If you require any help in making your complaint, please let us know and we will try to help you.

How we will deal with your complaint:

We will acknowledge receipt your complaint within 5 working days.

We will investigate your complaint. This will usually involve:

- reviewing your complaint
- reviewing your file(s) and other relevant documents,
- speaking with the people who dealt with your case where appropriate.

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

We will write to you at the end of our investigation to tell you what we have done and the outcome of our investigation.

We will aim to do this within 14 working days of the date of our letter of acknowledgement.

If you are unhappy with our complaints handling procedure:

If you are unhappy with our complaints handling procedure you can ask for the matter to be reviewed by the Service Director. Please write to:

Service Director

National Conciliation Service

PO Box 6562

Rugby

CV21 9QP

If you are still unhappy with this additional review of our complaints handling procedure you can ask for the matter to be further reviewed by the Legal and Compliance Chairperson. Please write to:

Legal and Compliance Chairperson

National Conciliation Service

PO Box 6562

Rugby

CV21 9QP

If you are still unhappy you can ask for your complaint related to conciliation services to be looked into by the UK Competent Authority for non-regulated ADR providers, which is the Chartered Trading Standards Institute.

Their address is : Chartered Trading Standards Institute, 1 Sylvan Court, Sylvan Way, Southfields Business Park, Basildon, Essex SS15 6TH.

**NATIONAL
CONCILIATION
SERVICE**