



Complaints Policy

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Node4 Complaints Policy

Node4 views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- To make sure everyone at Node4 knows what to do if a complaint is received;
- To make sure all complaints are investigated fairly and in a timely way;
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired; and
- To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Node4.

Where Complaints Come From

A complaint can be received verbally, by phone, in writing via an Account Manager/Engagement Manager or by email complaints@node4.co.uk.

This policy does not cover complaints from staff, who should use Node4's Discipline and Grievance policies.

Confidentiality

All complaint information will be handled sensitively, confidentially following any data protection requirements.

Responsibility

Node4 Executive Board have overall responsibility for this policy and its implementation lies with the Client Experience team.

Node4 Complaints Process

If you have a reason to complain it can be raised either via your Node4 Account Manager/Engagement Manager, or by e-mailing your complaint to complaints@node4.co.uk.

Your complaint will be acknowledged, entered onto our complaint management system within 2 working days and be advised of your Complaint reference number.

The complaint will be reviewed and, depending on the type of complaint, be allocated to an appropriate owner who will investigate the complaint.

A written response to the complaint will be provided within 20 working days.

The complaint response will usually describe;

- The action taken to investigate the complaint;
- The conclusions from the investigations;
- Any action taken as a result of the complaint; and
- Any proposed follow-up steps to be taken.

If the investigation cannot be completed within the 20-working day target an interim response will be provided, with an indication of the when the final response can be expected.

Accountability and Governance

The Node4 Executive Board has approved this policy. Compliance is responsible for monitoring adherence to this policy and ensuring that it is continually supported by the senior management team and is kept up to date.

Training and Communication

Employees must familiarise themselves with this policy and ensure that they have the appropriate level of knowledge for their specific roles to contribute and improve overall client experience.