

Complaints Policy

Top things to takeaway



Clear complaints route

Account Manager or
complaints@node4.co.uk



All complaints acknowledged

Logged and acknowledged
within two working days



Defined response timescales

Written response issued
within twenty working days



Fair investigation approach

Complaints reviewed
objectively by appropriate
owner



Confidential handling required

Information managed
sensitively and lawfully at
all times



Improvement focus

Complaints used to
improve services and
relationships

Proprietary Notice

Information contained in the document is accurate to the best of Node4's knowledge at the time of publication and is required to be treated as confidential at all times. Information presented herein may not be used, copied, disclosed, reproduced, or transferred to any other document by the recipient, in whole or in part, without the prior written authorisation from a Node4 authorised representative.

Version control and ownership

Policy owner: Chereé O'Melia

Version no	Date	What changed	Changed by	Approver
1.0	27/02/2023	Approved version	Vicky Withey	Client Experience
1.1	09/08/2024	Annual review	Eddie Adams	Client Experience
1.2	09/08/2025	Rebrand	Eddie Adams	Client Experience
1.3	15/04/2026	Rebrand	Eddie Adams	n/a
1.4	25/08/2026	Complaint Closure Procedure	Amanda Dakin	Chereé O'Melia

What is this policy for?

This policy sets out Node4's approach to receiving, recording, investigating and responding to complaints in a fair, consistent and timely way. It explains how a complaint can be raised, how it will be acknowledged and managed, what timescales apply, and how information will be handled sensitively and confidentially (including in line with data protection requirements). It also supports continuous improvement by ensuring learning from complaints is captured to help improve what we do and repair relationships where possible.

Who is this policy for?

This policy applies to anyone wishing to make a complaint about any aspect of Node4, including customers and other external stakeholders who raise issues verbally, by phone or in writing (including via an Account Manager/Engagement Manager or by emailing complaints@node4.co.uk). It is also relevant to all Node4 employees, who must understand what to do if a complaint is received and cooperate with the complaints process; overall governance sits with the Executive Board and delivery is led by the Client Experience team. This policy does not cover complaints from staff, which should be managed under Node4's Discipline and Grievance policies.

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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.

Requests, incidents and escalations will be managed through the relevant operational process unless the customer indicates that they wish to raise a formal complaint.

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 Node4 employees.

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 and entered into our complaint management system within two working days. You will also be provided with a 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 when the final response can be expected.

Once we've shared our written response, we'll give you the chance to tell us whether you're happy with the outcome. Your formal complaint is closed as soon as you confirm you're satisfied. If we don't hear back from you, we'll try to reach you up to three times after sending our written response, and if we still haven't been able to make contact, we'll close the complaint at that point.

You're always welcome to get back in touch with your Node4 Account Manager/Engagement Manager or complaints@node4.co.uk if something remains unresolved.

Confidentiality

All complaint information will be handled sensitively and confidentially, in accordance with applicable data protection requirements.