



Neighbourhood Solutions Ltd

Complaints Policy

We acknowledge that, no matter how hard we try to do our best, mistakes sometimes occur, and we may occasionally do not give our Stakeholders, Employees or Clients the high quality of service that they properly expect or deserve from us.

We welcome, in those situations, being told that this has happened in the form of a Complaint.

When this occurs, which should be rarely, we will make every effort possible to quickly and efficiently remedy the problem, acknowledging directly our responsibility to correct errors, and doing so without compromising the rights and expectations of our Stakeholders, Employees, or Clients.

We incorporate everything we learn from addressing a Complaint to make our future quality of service better and to avoid similar problems from happening in the future.

We pledge to address Complaints:

Swiftly: We will acknowledge, within 24 hours of their receipt, the existence of the complaint, and strive to investigate and resolve the problem within 72 hours, to the satisfaction of the complainant.

Efficiently: The Director of the business will personally take charge of the investigation of the complaint. and directly communicate with the complainant to attempt to resolve the problem without delay.

Transparently: Documentation will be kept of the full results of the investigation and provided to the complaining party.

Honestly: If we have made an error or mistake, we will frankly acknowledge it. If our service was deficient in any way that was within our reasonable control, we will do our utmost to ensure that the complaining party does not suffer the consequences.

If you have a complaint, please send the details via postal letter or email to:

Neighbourhood Solutions Ltd
18A Roseberry Industrial Park
Roseberry Avenue
London N17 9SR

Email: nhoodsolutions@aol.com