






# Complaints Policy

## 1. Complaints Handling

The Company are committed to providing quality products alongside an outstanding service to all clients. When something goes wrong, clients are invited share their experience. Ultimately, this will help the Company improve processes and procedures. If you have a complaint, please email [complaints@nexstor.co.uk](mailto:complaints@nexstor.co.uk) with a full description of the issue.

## 2. What happens next?

-  The Company have 28 days to consider the complaint, and in which time it will endeavour to respond depending on the severity.
-  The Company will send an acknowledgement of the complaint within three days of receiving it, which will include a copy of this procedure.
-  The Company will then investigate any complaint; Nexstor's Quality Manager is responsible for overseeing the complaints procedure and ensuring the matter is passed to the relevant departmental manager for their urgent review.
-  The Quality Manager will then contact the client to discuss and hopefully resolve the complaint. Confirmation of the resolution will be followed up in writing within three days.
-  If after this process is complete the client is still not satisfied, they can then contact the Managing Director:

Managing Director  
Nexstor Ltd.  
5 Acorn Business Park  
Commercial Gate  
Mansfield  
NG18 1EX

## 3. Monitoring

As part of the Company's commitment to its ISO Management System and client satisfaction, it is important that all complaints are handled properly. Details will be recorded and after a complaint has been fully investigated and resolved, the relevant departmental manager will monitor the account for the following three months. This period can be extended in agreement with the client, should additional time be required to fully satisfy the client that the matter has been resolved.

## 4. Retention and Destruction

Copies of client complaints and all relevant correspondence will be stored electronically for at least three years from the date that the complaint was received. After the retention period has expired, the complaint will be removed from the company servers.