

## How to Complain

Complaints should be submitted by:

Email: sales@nationwide-hygiene.com or

Letter: Customer Services  
Nationwide Hygiene Group  
Nationwide House  
Foxwood Road  
Peak Business Park  
Chesterfield  
Derbyshire  
S41 9RF

If the complainant is disabled, and needs a reasonable adjustment to ensure they can register their complaint, they will be recommended to notify a member of staff and the Group will try to put other arrangements in place where possible.

## Comments and Non-Service Complaints

Quality of service is an important measure for Nationwide Hygiene Group's effectiveness. Learning from complaints, including non-service complaints (complaints not covered by this policy), is a powerful way of helping continuous improvement within The Group.

All non service complaints will be looked at by a responsible manager from the appropriate team, and a response, if required, sent within 5 working days where possible. Non-service complaints should be submitted in the same way as Service Complaints (see Procedures below).

As well as learning from complaints The Group is always open to ideas on how it might do things better and is also happy to receive comments about things it did well.

Comments will be passed on to the relevant team and will be used to help improve service. Comments can be made by contacting any members of staff, or e-mail: sales@nationwide-hygiene.com.

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The Company reserves the right to amend, change or withdraw any part of this document at any time.

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## Complaints Process

### Initial Complaint Handling

- All Complaints are receiving (on Email or by letter) by the Customer Service Department - the Customer Services Coordinator is responsible for sending an acknowledgement confirming receipt of the complaint
- On receipt, complaints will be split into Service and Non-Service Complaints
  - Service Complaints are then processed as detailed below
  - Non Service Complaints and Comments are forwarded to the responsible manager

### Service Complaints

- The Customer Services Coordinator is responsible for ensuring that timelines specified in the Complaints policy are adhered to, and maintaining communication with the customer - even where escalation occurs, as detailed below
- All Service Complaints are recorded both for ISO conformance, and for company records purposes
- In recording details, complaints are split into two categories
  - Quality (customer complaints, delivery discrepancies, product defects etc.)
  - Financial
- Complaints are then reported on, internally, using these 2 categories

### Service Complaints Recorded in Quality Category

- After acknowledging receipt, the Customer Services Coordinator reports it via the Quality Improvement Request (QIR) form (see attachment) - this form records the personal details of the customer and the nature of the problem
- Often the action needed to rectify the problem is apparent, and can be dealt with immediately
  - In these cases, the solution is recorded onto the QIR form and then handed over to the ISO supervisor, who records it in the QIR log
  - The Customer Services Coordinator is responsible for communicating the resolution to the Complainant
- The QIR log allows the Group to monitor and report on all issues, and work with the management team to ensure that the same (or similar) issues do not arise again.
- If the issue cannot be dealt with by the Coordinator and needs further attention, the form is passed over to the Customer Services Supervisor, who is responsible for ensuring that it is dealt with quickly and efficiently.

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- In more serious cases, where the Customer Services Supervisor feels the matter may require the attention of the Sales Director, the Customer Services Supervisor will contact them directly, and discuss the problem. The Sales Director will then resolve the issue by communicating with the relevant parties, and trying to find the best possible solution.
- The final level of escalation occurs when the Sales Director finds that they cannot resolve the issue. In this eventuality, the issue is forwarded onto the CEO of the Group, who will then take responsibility for dealing with the complaint.

### Service Complaints Recorded in Financial Category

- After acknowledging receipt, the Customer Services Coordinator forwards the complaint to the Credit Control Coordinator - this is done by either forwarding the email, or scanning the letter and forwarding the scan.
- The Credit Controller is responsible for ensuring that timelines specified in the Complaints policy are adhered to, and maintaining communication with the customer - even where escalation occurs, as detailed below
- Wherever possible, the issue is dealt with by the Credit Control Coordinator, and the resolution is communicated back to the complainant - the Credit Control Coordinator is responsible for communicating the resolution to the Complainant
- If the Co-ordinator is unable to resolve the issue, they will escalate it to the Financial Director
- If the Finance Director is unable to resolve the issue, it will be escalated to the CEO

### Non-Service Complaints and Comments

- Non-Service Complaints and Comments will be processed, as appropriate, by the relevant manager
- It is this Managers responsibility to respond to the person who submitted the Complaint/Comment

### Management and Reporting

- Monthly reports will be produced by the Customer Services Co-ordinator, detailing:
  - Total number of complaints
  - Closed complaints - with full details
  - Number of complaints still open and their status
  - Timescale conformance - those closed within the stated policy time line and those not (with reasons)
- All Service Complaints are reviewed at monthly Management and Board Meetings – including corrective actions taken or necessary
- All Non-Service Complaints will be reviewed and any follow up tasks actioned

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# Improvement System Request Form

Number	
Date	
Raised By	
Complaint or Internal	
Customer Name (if applicable)	
Group Company (if applicable)	
Supplier Name (if applicable)	
Item(s) Supplied	
NHG Order Number	
Brief Description of the Issue	
Action Taken/Needed to Rectify the Issue	
QIR Completed Date	

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