

Complaints Procedure

"I'm not happy about this"

- a guide to making complaints to Newlife about our services

If you are dissatisfied with a services or the way you have been treated, please let us know here

Commitment to Quality

A message from the Chief Executive:

"Newlife is committed to providing high quality services to its customers - but in any organisation things sometimes go wrong. Where people contact us to say we have not provided a satisfactory service, we treat this as a complaint and take it very seriously."

How can I make a complaint?

If you are dissatisfied with a service or the way you have been treated you can complain by:-

- telephoning Head Office (Leicester) 0116 299 4466 or Warsop on 01623 847122
- fax on 0116 299 4461
- Email to enquires@newlife-build.co.uk
- Calling into Head Office at 165 Glenfield Road, Leicester or to our Warsop office, Ford Dairy, Rear of 26 High Street, Market Warsop.

A friend or relative can act on your behalf if you so wish.

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Your complaint should be made within 3 months of the event occurring. At our discretion, this time limit may be extended if there is a good enough reason that the complaint could not have been made within that time.

Your complaint will be investigated and dealt with as quickly as possible.

Your complaint should state:

- what, in your opinion, we did wrong or did not do;
- how you were affected by this;
- what you feel we should now do about it.

All complaints are usually responded to in writing.

You should normally get a reply in 10 working days. If the complaint takes longer than usual to deal with because of its gravity or complexity, the investigating officer will keep in touch with you to let you know what is happening.

What if I want a second opinion?

If, after having your complaint investigated, you are still not satisfied, you can contact the Chief Executive, who will carry out a review, again the response will normally be in 10 working days.

Still not happy?

If you remain dissatisfied, you can ask for the issue to be reviewed by Newlife's Main Board. At this stage, you need to tell us why you feel such a review is necessary and what you expect to happen as a result of it. The Main Board will then review the complaint at their next scheduled meeting.

All complaints are taken seriously, although any complaints made anonymously cannot be responded to. If you do wish to make a complaint, you can be assured of confidentiality where this is appropriate or requested. Where the complaint is of a serious enough nature, Newlife may direct you to the Main Board in the first instance.