

COMPLAINTS PROCEDURE FOR NOVA INTERNET LTD

Introduction

We aim to maintain high standards in all that we do but recognise that we can sometimes get things wrong, despite our best intentions.

Nova Internet Ltd views a complaint as an opportunity, as well as a chance to put things right for the person making the complaint, and to improve the services that Nova Internet offers. We would not be able to do so or learn for the future if we did not receive feedback when things go wrong. Therefore, we value and take seriously any feedback we receive.

Generally, the purpose of this Complaints Procedure is to resolve disputes informally without resorting to a formal investigation or legal proceedings. We will try to explore every reasonable option to resolve complaints by working with the person making the complaint to agree an outcome which is satisfactory to them and Nova Internet Ltd.

Whether your complaint is justified or not, our reply to you will describe the action we have taken to investigate the complaint, conclusions we have reached as a result of the investigation, and any action we have taken or are taking as a result of your complaint.

We will ensure that all information received and produced in connection with a complaint is treated as confidential and handled sensitively, that only those who need to know have access to that information, and that relevant data protection requirements are all met.

All complaint information is passed promptly to our Operations Director and he/she reports on them to our Board of Directors within 28 days.

The information below sets out our Complaints Procedure.

Complaint

A 'complaint' in this Procedure means any expression of dissatisfaction in relation to Nova Internet Ltd that requires a response from Nova Internet Ltd.

Where complaints may come from

Complaints may come from users of Nova Internet Ltd's services or any other person or organisation who has a legitimate interest in Nova Internet Ltd.

Complaints which cannot be dealt with under this Procedure

This Procedure is only for the above type of external complaint, not for complaints or grievances from staff, suppliers or sub-contractors.

Whilst complainants are generally entitled to receive responses to a complaint and to challenge any responses received from Nova Internet Ltd, it will not deal with complaints or challenges where in the reasonable opinion of the Operations Director they amount to persistent, habitual or vexatious complaints or challenges.

Nova Internet Ltd expects any complainant to be polite and courteous. It will not tolerate aggressive, abusive or unreasonable behaviour or demands.

How to make a complaint

First Stage

If you have a complaint you can contact us by email or letter.

To help us investigate and address all complaints, we ask you to provide us with as much information as possible. This should cover:

- The nature of your complaint
- Where and when what you are complaining about happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for (but we are not obliged to resolve the complaint in that way)
- Your contact details (name, address, daytime telephone number and/or email address plus any account details for the service in question)

Who you should contact within Nova Internet Ltd will depend on how you to decide to make contact, and on who you wish to make a complaint about. We have indicated below who you can contact.

Please send your complaint to us as follows:

Either by letter addressed as follows:

The Customer Services Manager
Nova Internet Ltd
Suite 144
79 Friar Street
WORCESTER
WR1 2NT

or by email to him/her at helpdesk@novainternet.uk

Once that person has initially received your complaint, we will normally deal with it as follows:

Who the complaint is about

Who will investigate, deal with, and respond to you about it.

Any member of staff (apart from Customer Services Manager)

the Customer Services Manager

Customer Services Manager

the Operations Director

Director of NetSecrets Ltd (apart from Operations Director)

the Operations Director

Operations Director

the Managing Director

Timescales for all First Stage complaints

We will try to resolve the problem as quickly as possible but if we cannot do this (for example, if we need to investigate further), we will acknowledge receipt of your complaint within the following timescale:

- By email, within two working days if you contact us by email
- By letter, within five working days if you contact us by letter

Our acknowledgement will inform you of when we will next contact you either with a proposed resolution or update. It will also inform you of the name of the person dealing with your complaint. That person will then investigate and deal with it and then respond to you with their definitive reply.

You should receive that definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Second stage

If, for any reason, you are not happy with the resolution of your complaint under the First Stage procedure outlined above, you can bring this to our attention as follows.

Please address a letter to:

The Customer Services Manager
Nova Internet Ltd
Suite 144
79 Friar Street
WORCESTER
WR1 2NT

Alternatively, please email our Customer Services Manager at helpdesk@novainternet.uk.

Please set out clearly the details of the complaint, explaining why you were not satisfied with our response under the First Stage and what you would like us to do to put things right.

The Customer Services Manager will send an acknowledgement within 5 working days and arrange for the Operations Director to investigate your complaint and respond with a definitive reply within a further 10 working days.

Third stage

If you are still not satisfied with our response and wish to take your complaint further, please inform our Operations Director within 28 days of receiving the definitive reply we sent to you under the Second Stage. Please contact him/her by letter or email as required for the Second Stage (as above).

Your case will then be passed to a panel of at least two Directors (not including any Director about whom the complaint was made or the person who investigated and responded to you under the Second Stage. The panel will further investigate your complaint and will contact you with their conclusions and any actions to be taken.

You can expect this to take a further 10 working days from the date on which we receive your letter or email request to implement the Third Stage.

Follow up

In order for us to make improvements to Nova Internet Ltd and its services, we may wish to contact you within a month of your complaint being dealt with in order to check that you were satisfied with our resolution. Any information you give will only be used to make improvements to Nova Internet Ltd and its services.

Version Control:

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version 1.1 – updated address – ARB – 17/09/2014

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