

# Making a Complaint

## Contacting Us

Providing an excellent customer service is important to Procurement Services and in the vast majority of cases this is exactly what you will receive, however, occasionally something goes wrong .

If this happens, we will always acknowledge receipt of your complaint within 24 hours and do everything we can to put things right quickly and fairly.

This can usually be best achieved by contacting the person you originally dealt with. That person will expect to hear from you if you are unhappy and will aim to resolve your complaint on the same day. If you are unsure who should deal with your complaint you can find a full list of our contact details on our website under **Customer Service—Complaints & Compliments**. If you have a medical product complaint you will find our local contact details on our website under **Customer Service—Reporting Medical Product Defects**.



## We Will

- Acknowledge your complaint within 24 hours
- Aim to resolve matters as quickly as possible. If this is likely to take longer than 10 working days we will contact you to let you know.
- We will also keep you informed of the progress of your complaint at regular intervals should there be any further delay.
- Provide you with a detailed final response and check that you are satisfied with our actions.

## Still Unhappy?

If you still feel that your complaint has serious service implications or has not been dealt with satisfactorily you can ask the Assistant Director of Procurement Services or Director of NWSSP to look at your complaint. Just let the person who is dealing with your complaint know that you want to do this and why. Previous decisions made will be reviewed and a decision made as to whether they were fair and reasonable. We will treat your complaint in line with the NWSSP Complaints protocol.

Again we will aim to deal with your complaint within 10 working days. If we cannot resolve your issues within this timescale we will contact you and keep you advised of progress.