

PRIMIS Customer Complaints Procedure

At PRIMIS, we are committed to offering the best possible customer service and will do all we can to help you to access, use and benefit from our products and services.

However, we acknowledge that things don't always run smoothly. If you have a complaint about a PRIMIS product or service, we want to hear about it and we will do our best to put things right.

Our Customer Complaints Procedure has the following objectives:

- to deal with complaints fairly, efficiently and effectively
- to ensure that all complaints are handled in a consistent manner
- to use complaints constructively in the planning and improvement of all services

PRIMIS is certified to British Standard (BS) EN ISO9001:2008 with customer complaints recorded, evaluated and responded to in a consistent manner and used to support continuous improvement of our products and services.

How to submit a complaint

We seek to respond to (and wherever possible resolve) any complaint as quickly as possible and many issues can be resolved informally, without the need to progress them to the formal complaint stage.

In the first instance, if you have been dealing with a member of the PRIMIS team please contact them to seek a solution. Alternatively, contact PRIMIS on 01 15 8466420.

If you are not satisfied, or do not wish to seek an informal solution, you may lodge a formal complaint. All formal complaints should be submitted in writing, either by post or preferably by email.

By Post:

Head of Operations

PRIMIS

15th Floor Tower Building

The University of Nottingham

Nottingham

NG7 2RD

By email: customer_service@primis.nottingham.ac.uk

Please ensure that you include the word 'COMPLAINT' in the subject header of the email or title of your letter to ensure swift review of your complaint.

We aim to acknowledge written complaints within three working days and to respond more fully within ten working days.