



Customer Complaints Procedure

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Overview

N3i strives to deliver a high quality, customer focussed and transparent service. Therefore, if you have a complaint about N3i, we want to hear about it, and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

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

Who can complain?

Anyone who is receiving a service from N3i.

How to complain

N3i would like to manage and resolve any complaint as soon as possible. Complaints are classed as 'informal' or 'formal'.

Informal Complaints

Before becoming a 'formal' complaint, N3i would ask for the opportunity to work with you to resolve the issue to your satisfaction as an 'informal' complaint. In this first instance, if you feel able to, please contact the N3i Head of IT Operations, who will try to sort the matter out informally:

Paul Freear

Head of IT Operations

Email: p.freear@nhs.net

Phone: 01482 458 427

Any complaints received via the N3i Service Desk Customer Satisfaction Feedback form will initially be treated as an informal complaint until a review and response by N3i has been provided. All customer feedback via this route is viewed daily by the IT Operations management team, where any issues or complaints are picked up and managed appropriately.

Formal Complaints

If after discussing your informal complaint with the N3i Head of IT Operations you wish to raise a 'formal' complaint, the N3i Head of IT Operations can increase the complaint status to a formal complaint on your behalf, or alternatively, you can email us at n3i.complaints@nhs.net with '**Formal Complaint**' in the Email Subject Title.

Each of our departments within N3i have a named 'Head of Service' who will be nominated a contact you in person or by phone to resolve your issue.

During this contact a time schedule to resolve your complaint will be agreed and documented.

You can also submit your complaint in writing to:

Customer Services

N3i
Aura Innovation Centre
Bridgehead Business Park
Hessle
East Yorkshire
HU13 0GD

What Happens Next?

You will receive acknowledgement of your complaint within 1 working day.

You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint. You will receive a response to your complaint within 10 working days of its receipt. Any extension of this time limit requires your consent.

Does this always happen?

In all cases, a complaint will be given full and fair consideration. However, if because of your complaint disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

If a Data Breach has occurred, the ICO will be informed under the requirements set out in the Data Protection Act 2018.

Can you have someone with you when your complaint is discussed?

Yes, you can. If you wish to discuss the complaint with multiple people, this can be done through an agreed meeting. We would ask that only essential staff are invited to the meeting to ensure that its discussions remain concise.