

# National Energy Services Limited

## Complaints Process



**This process is for complaints from customers about National Energy Services Limited (NES Limited)**

In the first instance, it is expected that dialogue between the complainant and NES Limited will resolve any difficulties but where this is not possible, the complainant should follow the steps below.

### **Step 1**

Complainant notifies NES Limited that a complaint is being made, detailing the nature of the complaint. Complaints about training or assessment should be emailed to [assessment@nesltd.co.uk](mailto:assessment@nesltd.co.uk). All other complaints should be emailed to [enquiries@nesltd.co.uk](mailto:enquiries@nesltd.co.uk).

An appropriate person will be appointed to investigate and respond to the complainant. We will aim to respond within 5 working days. If the complaint is taking longer than expected to investigate, and it looks unlikely that it will be resolved within the anticipated time line, NES Limited will inform the complainant of the revised timeline.

### **Step 2**

Following the review at step 1, the complainant will be informed of the company's decision. If the complainant is not satisfied with the response they are able to appeal the decision. An appeal will only be considered if the complainant can provide evidence about why they are appealing against the initial complaint response.

Should the complainant make an appeal, an investigation will take place under the direction of a senior manager at NES Limited. The senior manager will respond with their findings within 10 working days from the date of escalation and their decision is final.

If at any time, NES Limited has not heard from the complainant within 10 working days after response, it will be assumed that the complainant agrees to this decision and the complaint will be considered resolved.

**None of these steps prevents or obstructs the complainant's recourse to Law. NES Ltd is obliged to inform the police of any complaints or information that involve criminal activity.**

**In the event that the complainant demonstrates abusive or aggressive behaviour to the scheme, the complainant will be warned in writing of the potential impact that this may have on the complaints procedure. An example of abusive or aggressive behaviour is to make personal insults or use language which contains swearing. In extreme instances the complaint may be curtailed and the final decision will be made by a member of the senior management team at NES whose decision will be final.**