

Complaints Procedure

How to raise a complaint, how it is investigated, the timescales we work to, and what to do if you are not satisfied.

Document	Complaints Procedure
Organisation	NC Safety Solutions
Document owner	Nedim Custic, DipNEBOSH, CEO
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Next review	12th September 2027, or sooner if the law, our services or our organisation change
Revision history	1.0, 9th September 2026: first issue. 1.1, 12th September 2026: reissued under the NC Safety Solutions name, with the insurance statement updated.

1. Our commitment

NC Safety Solutions aims to give every client a professional, honest and reliable service. If something has gone wrong, we want to hear about it. Complaints are taken seriously, handled fairly and used to improve the way we work.

This procedure applies to complaints from clients, prospective clients, their staff and anyone else affected by our work. It does not apply to routine questions about an engagement, which should be raised with your consultant in the normal way.

2. How to complain

Email your complaint to nedim@ncsafetysolutions.co.uk with "Complaint" in the subject line. No form or formal wording is needed. To help us investigate quickly, please include:

- What happened and, where relevant, which engagement or document it relates to.
- When it happened and who was involved.
- Any supporting documents or correspondence.
- The outcome you are looking for.

If you need to complain in another format, for example by post or in a meeting, tell us and we will arrange it. If you need adjustments because of a disability or language, we will accommodate them.

3. What happens next

Stage	What we do	Timescale
1. Acknowledgement	We confirm we have received your complaint and tell you who is handling it.	Within 5 working days of receipt.
2. Investigation	The complaint is reviewed by the CEO, who examines the relevant work, correspondence and records and, where helpful, speaks to you and anyone else involved.	During the 20 working days below.
3. Full response	We write to you with our findings, whether the complaint	Within 20 working days of

	is upheld in whole or part, and what we will do to put things right.	receipt. If more time is needed we will tell you why and give a revised date.
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Where a complaint concerns the CEO personally, we will ask an independent, suitably qualified health and safety professional from our network to review it and advise on the response.

4. Possible outcomes

Depending on what we find, outcomes may include an explanation, an apology, correction or reissue of a document, additional work at no charge, a reduction or refund of fees, or a change to how we work. We will tell you clearly what we have decided and why.

5. If you are not satisfied

If you are not happy with our response, reply within 20 working days and tell us why. We will review the complaint again, with fresh eyes, and confirm our final position in writing within a further 10 working days.

Where a complaint relates to how we have handled your personal data, you may also complain to the Information Commissioner's Office at ico.org.uk. Where it relates to a contractual dispute, our Consultancy Terms and Conditions set out the governing law. Nothing in this procedure affects your legal rights.

6. Recording and learning

Every complaint is recorded in our complaints log with the date received, a summary, the outcome and what we changed as a result. The log is reviewed at least annually to identify trends. Complaints are one of the ways we improve the service we give every client.

7. Confidentiality

Complaints are handled confidentially. Information is shared only with the people needed to investigate and respond, and personal data is handled in line with our Data Protection Policy.

8. Review

This procedure is reviewed at least annually and whenever our services or organisation change in a way that affects it.

Approved and issued by

Nedim Custic, DipNEBOSH - CEO

NC Safety Solutions

12th September 2026