



Complaints Procedure

We aim to provide excellent services at the NBN but we acknowledge that sometimes things will go wrong and you may feel that you need to make a complaint to us. If you are unhappy with any of the services the NBN provides we want to know, so we can put things right, and learn from our mistakes to make the NBN better.

You can make a complaint to us by **letter, fax, email and telephone or in person**. Your complaint will be acknowledged within 3 working days. We follow three simple steps when a complaint is made.

Step 1. If you can make your complaint to the member of staff you have been working with, they will then work through your complaint with you and try to resolve your issue. Once you have made your complaint we will give a full written response to your complaint within 10 working days of receiving it. If for any reason you feel uncomfortable making a complaint to the member of staff you are working with, please contact their regional coordinator who will then follow the same process with you.

Step 2. If you still feel unhappy that your complaint has not been addressed please tell the regional coordinator you have been working with and they will instruct the Chairman of the NBN to review your complaint. Once your complaint has been passed to the Chairman we will aim to give a full response within 28 days. If for any legitimate reason this cannot be achieved we will keep you informed.



The National Brokerage Network is incorporated within the Inclusion Partnership.

Promoting Independence Choice and Control For Disabled and Disadvantaged People

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Step 3. If you are still unhappy with the outcome of the complaint please tell us, your complaint will then go to the Board of Trustees of the Inclusion Partnership to investigate and review your complaint again. We will give you a full response as soon as possible and keep you informed at every stage. We always aim for a speedy resolution for all parties.



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