

NBN 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 person 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 within 10 working days of receiving it. If for any reason you feel uncomfortable making a complaint directly to the person you are working with, please contact their Regional Co-ordinator who will then follow the same process with you. In the event that the Regional Co-ordinator position is vacant in your area, or if the person you wish to complain about is him- or her-self the co-ordinator, then please direct your complaint to the Chair of the National Brokerage Network.

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 Chair of the NBN to review your complaint. Once your complaint has been passed to the Chair 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.

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 Directors 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.

NBN Complaints Procedure (for members)

The Board of Directors has the right to suspend or expel a member who, through their behaviour or actions, brings the NBN into disrepute. Membership is as inclusive as possible but on rare occasions it may be necessary to suspend someone's membership to the next board meeting at which time the individual can challenge the decision and will have the right to be represented by another member. Examples when a member is bringing the NBN into disrepute include; a registered broker fails to meet the membership criteria they have signed up to; a member is found to be barred from working with children or vulnerable adults; or any member is acting illegally.

The contact details for the regional co-ordinators can be found on the website.

The contact details for the Chair of the National Brokerage Network are as follows

Liz Leach

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