



Complaints against NAPIT Activities Policy

Here at NAPIT, we aim to consistently provide the highest standards of service. If, however, you don't feel that your expectations have been met in terms of our processes or customer service, then we are happy to receive all feedback which may help improve our services in the future.

Introduction

This process explains how anyone can raise a complaint about our processes, procedures or customer service.

Should your complaint be regarding a problem with a NAPIT-registered tradesperson, then you will need to follow our process as outlined on our website [here](#).

If you are a NAPIT member and wish to appeal sanctions NAPIT have imposed against your certification, then we have a separate appeals process, which can be found [here](#).

How to make a complaint

In the first instance, please make us aware of your dissatisfaction in our services and we will aim to rectify these as soon as possible. We aim to undertake any necessary action and, if within our control, to put things right.

If you feel your complaint has not been resolved informally through initial contact, you can escalate your complaint by following the next stages, as detailed below.

Stage 1

Submit a formal written complaint using our Complaints against NAPIT form or via email (see contact details at the end of this document). We will assign the complaint to the relevant departmental Manager, and they will acknowledge receipt of your complaint within 5 working days. We will investigate the matter in detail and where possible we will provide a full written response within 10 working days of receipt of your complaint. Depending on the scale of investigation, should more time be required then we will keep you informed of the progress and update you with new timescales as necessary.

Stage 2

If you are still not satisfied with our response or action, following the conclusion of Stage 1, you can request a referral to Stage 2, and we will refer the complaint to a member of the Senior Management team for resolution. We will acknowledge receipt of your escalation within 5 working days. We will investigate the matter in detail and where possible we will provide a full written response within 10 working days of receipt of your complaint. Depending on the scale of investigation, should more time be required then we will keep you informed of the progress and update you with new timescales as necessary.

Stage 3

Should you still feel unsatisfied with the outcome following the completion of Stage 1 and 2, we would consider our internal complaints process exhausted. At this stage, there may be the option to escalate your complaint to an external body. If you wish to do so, please advise the member of Senior Management who has dealt with your escalated complaint, and they will provide you with the details of the relevant body to contact.

Please note: The body you are referred to could vary, dependent on the nature of your complaint and the scheme that it pertains to, this is why the details will be supplied at the point of requesting further escalation.

How to contact us

We have an online complaints form, which can be completed [here](#).

Alternatively, you can contact us at:

E-mail: info@napit.org.uk
Tel: 0345 543 0330
Post: NAPIT, 4th Floor, Mill 3 Pleasey Vale Business Park, Mansfield, NG19 8RL