

NALS Customer Complaints Procedure

At NALS the service we offer to you is important to us. If you feel that you have a complaint about NALS the following procedure is in place to help you resolve it.

Stage 1

Please write to the Chief Executive, Isobel Thomson stating the reasons for your complaint. You will receive an acknowledgement within three working days of receipt of getting in touch with us and a full response to your complaint within 7 working days.

If the nature of your complaint is such that we need further time to consider it we will contact you and let you know the reason for the delay.

Stage 2

If you are not satisfied with the outcome of your complaint at Stage 1 you can refer the matter to NALS Chair, Sheila Drew Smith by email to info@nalscheme.co.uk or by post to the address below. She will review your complaint and the response sent at Stage 1.

You should outline the reasons you are not satisfied with the response to your complaint by NALS. You will receive a response within the same timescales as outlined in Stage 1 above.

NALS
Cheltenham Office Park
Hatherley Lane
Cheltenham
GL51 6SH