



Complaints Policy & Procedure

Nomad Stone Ltd work with a wide range of investors, clients and contractors, we strive to carry out all of our dealings with respect and to the very highest of standards. We believe that communication is the way to solve most challenges, and this will always be our first route to finding a solution to any problem that we or our stakeholders come across. This Complaints Policy & Procedure is in place to protect all of our stakeholders should our attempts to find a mutually agreeable solution fail, or in the unlikely event that we fail to do something that we should have done or that we acted unfairly.

Our complaints procedure is available to all clients on request.

Nomad Stone Ltd - Complaint?

Consumer Awareness rules that complaints are an oral or written statement of dissatisfaction, whether justified or not.

Nomad Stone Ltd will follow the below procedure should any of our clients feel dissatisfied with our efforts to reach a mutually agreeable solution to any problem that is perceived as a failure on behalf of Nomad Stone Ltd. We shall treat any complaint within reasonable time frames, confidentially and seriously.

Timeframes & Stages

Nomad Stone Ltd will acknowledge any complaint within three working days. Nomad Stone Ltd will always look to find common ground and resolve complaints as quickly as possible.

First Stage: complaint acknowledged in writing within three working days.

Second Stage: Investigation carried out and communication sent to complainant within 28 working days.

It is hoped that most complaints and concerns will be resolved quickly and informally by this point.

Third Stage: In the event that the complaint is resolved, all paperwork is to be filed in our companies' records.

In the unfortunate event that a complainant appeals against this decision then the Fourth Stage of the process is entered into.

Fourth Stage: Any stakeholder that feels that they have an unresolved complaint will be directed to The Property Ombudsman (<https://www.tpos.co.uk/consumers/how-to-make-a-complaint>)

Recording Complaints

Once a complaint has been dealt with and resolved all paperwork will be kept as a written record within Nomad Stone Ltd's documentation. The complaint, any notes or other records pertaining to the complaint will be stored, along with, the date of the complaint, description of the complaint, records of all the investigations (if appropriate), witness statements (if appropriate), the name of member(s) of staff handling the complaint at each stage, copies of any correspondence to include emails and records of phone conversations and finally, outcome and action taken.

Nomad Stone Ltd review February 2023