NATIONAL SOCIETY OF MASTER THATCHERS LIMITED

Complaints Procedure

We take complaints very seriously as our reputation is built on good quality workmanship and by giving professional advice. We believe that complaints should be dealt with fairly and openly and you should receive a proper response to your complaint.

This policy tells you how to make a complaint to NSMT Ltd about a member's conduct or the quality of their work.

This could be because you think that our member has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because our member has carried out work to a standard which is not befitting to the Society.

How to make a complaint

If you have a complaint, it is often best to start by listing your points of concern and discussing this with your thatcher.

If this doesn't resolve the issue, then talk with the secretary of NSMT Ltd.

If you have made your complaint verbally, please also make it in writing giving a clear account of your complaint and include all correspondence, quotations with description of the work, terms and conditions, photographs, and any other details you can.

The address for written complaints has been included at the bottom of this policy.

We will contact our member and ask them to give their response in writing.

Once we have received our member's response, we will contact you in writing and we will give you our understanding of your case. We will also invite you to make any further comments that you may have.

We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. This may incur a site visit and there will be a charge for time and expenses which will be divided equally between parties.

You will be given the details of a person who will be your point of contact at NSMT Ltd. Complaints will usually be handled by senior officials of the management committee: That person will make sure that you understand the process and will help to answer any questions or concerns that you have.
You will be given an update on the progress of your complaint regularly. If there are delays in handling your complaint for any reason, we will keep you informed.
In many cases, we are able to resolve problems informally. This might include:

- An explanation or apology
- A request to correct any work as seen to be appropriate
- Termination of membership

Andrew V Raffle - Secretary of NSMT Ltd
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