

NAMIR complaints policy

This policy describes how complaints to NAMIR about its members will be handled. This includes, but is not limited to, complaints about the quality of work carried out by a repairer who is a professional member of NAMIR.

NAMIR is committed to dealing with complaints constructively and in a timely way, and treating the complainant, and the member about whom a complaint is made, with respect.

1. Informal resolution

- 1.1. The complainant should first raise the issue directly with the repairer concerned, with the aim of reaching an amicable solution.
- 1.2. If this is not possible, or does not give a mutually agreeable outcome, the complainant should contact the chair of the NAMIR committee via secretary@namir.org.uk within 6 weeks of the incident describing what happened clearly and factually, and what the complainant would like to happen next (for example an apology or other action).
- 1.3. The NAMIR secretary will acknowledge acceptance of the email within 5 working days.
- 1.4. The NAMIR chair will aim to resolve the issue within a few weeks, for example through discussion or mediation. This could result in a simple apology to the complainant from the repairer concerned, a mutually agreed partial refund, training advice to the member, a change in the membership level of the concerned member, or other appropriate action.

2. Formal resolution

- 2.1. An informal resolution should be attempted first. If an informal resolution cannot be achieved, the complaint should be submitted in writing to secretary@namir.org.uk including the date and details of the incident, including any relevant correspondence and photos and the desired resolution.
- 2.2. A sub-committee (including the committee chair and at least one other committee member) should investigate by discussion with the member concerned and the complainant.
- 2.3. A written response will be provided, within 4 weeks.
- 2.4. If the complaint is upheld, the committee may recommend one or more of the outcomes described in 1.4.
- 2.5. The committee's decision is final.

Notes

1. Complaints must be communicated as described in this policy (so for example complaints will not be accepted via social media) and will be kept confidential.
2. Records about complaints will be kept securely for 6 years.
3. Anonymous complaints will not be accepted, and the committee reserves the right not to investigate malicious or vexatious complaints.