

Customer Service Commitment and Complaints Policy

Our commitment to you

We will always endeavour to provide you with a high quality service by supporting your requirements to the best of our abilities (within the realms of our company activities). This includes responding to enquiries as promptly as possible, keeping you informed, managing and meeting your expectations, and supplying well-made, fit for purpose products. We will also continue to support you with the same high standard of after-sales service.

Learning from feedback – Comments, Compliments and Complaints

We are of course only human, and we realise we might not get things right all the time. If at any stage you feel that we have not met your requirements or expectations, please do not hesitate to let us know as soon as you can so that we can put things right. It goes without saying that if you do not tell us, we won't be able to help.

Alongside putting right anything that may go wrong, we value any and all constructive feedback, and will take any comment, compliment or complaint seriously to ensure that we address any issue and learn from our successes and mistakes alike.

You can contact any member of the Nexus team on 01905 774695, by email using sales@nexusdms.co.uk, or by letter addressed to Customer Services Manager, Nexus DMS Ltd, Unit 11 Lovett Road, Hampton Lovett Industrial Estate, Droitwich, WR9 0QG.

Making a formal complaint

If you wish to make a formal complaint, please write to our Customer Services Manager by email at sales@nexusdms.co.uk, or by letter to Customer Services Manager, Nexus DMS Ltd, Unit 11 Lovett Road, Hampton Lovett Industrial Estate, Droitwich, WR9 0QG.

Your complaint will be promptly acknowledged, and wherever possible we aim to resolve complaints within five working days. We will provide you with regular feedback until your complaint is fully resolved.

What to do if my formal complaint is not resolved

Nexus DMS Ltd is a registered member of the British Healthcare Trades Association (BHTA), and as such we are signed up to their Code of Practice and a participant in their complaints mediation and arbitration process. In line with requirements for alternative dispute resolution, if you remain unsatisfied after seeking a resolution through our complaints process outlined above, you can contact the BHTA for mediation. The BHTA will seek to ascertain full details of the issue and course of events from both parties, before advising of their conclusions and desired outcomes. For further information please refer to the BHTA Code of Practice [HERE](#).

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