



## **PAS 82 Shopfitting Management Standards Assessment** **– Complaints Procedure**



### **Complaints Procedure**

The National Association of Shopfitters (NAS) is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

### **How to make a complaint**

If you are unhappy with any aspect of the PAS 82 Shopfitting Management Standards Assessment procedure, please initially speak to your assigned Altius Vendor Assessment Health and Safety Auditor who is in the best position to discuss your application with you directly. Alternatively, if you are dissatisfied with the level of assistance provided by your assigned Health and Safety Auditor, please place a complaint in writing via letter or e-mail to:

Technical Manager  
Altius Vendor Assessment Ltd  
Wyvern Court  
Strainer Way  
Wyvern Business Park  
Derby  
DE21 6BF

E-mail: [Amanda.Chamen@AltiusVA.com](mailto:Amanda.Chamen@AltiusVA.com)



### **Complaint response**

Altius Vendor Assessment will respond to all complaints in line with their accredited ISO9001:2012 complaints procedure. If you send your complaint by email or post, they will aim to send an initial acknowledgement of receipt of a complaint within 1 working day and a full response to complaints within 14 days of receipt. If they are unable to respond fully within 14 days, they will keep you informed on the progress of their investigation.

### **Taking it further**

If you are not satisfied with the response to the complaint provided by the Altius Vendor Assessment Technical Manager, you can write to the NAS Director and ask for your complaint and the response to be reviewed in line with the NAS Complaints Policy and Procedure. You can expect the NAS Director to acknowledge your request within 4 working days of receipt and a response within 15 working days. NAS's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require more time to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.