



Nexus 360

BEYOND AMBITION → STRUCTURED GROWTH

Nexus 360

Complaints Policy

Staff Group to whom it applies:	All employees, contractors, consultants and third parties acting on behalf of Nexus 360.
How to access the document:	Nexus 360 computer systems.
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Developed by:	Danielle Cocksedge – Data Protection and Governance Manager – ARC Management and Consultancy Services
Approved by:	Mark Shevill – Director
Amendments/Updates: Version 1.0	New policy created for Business need.

1. Policy Statement

Nexus 360 is committed to providing a high-quality service and values all forms of feedback, including complaints, concerns, comments and compliments.

We recognise that feedback is essential to improving services, strengthening relationships with clients, and maintaining trust in our organisation.

All complaints and/or concerns will be:

- Dealt with efficiently
- Thoroughly investigated
- Treated with respect and courtesy

All complainants will receive:

- Assistance to understand the complaints process
- A timely and appropriate response
- A clear outcome of the investigation
- Information on any action taken by Nexus 360, where appropriate

This policy sets out how Nexus 360 receives, manages, investigates and responds to feedback and complaints.

2. Purpose

The purpose of this policy is to ensure that all feedback is managed in a consistent, fair and transparent manner.

The objectives are to:

- Ensure all complaints are acknowledged and investigated appropriately
- Resolve concerns as early as possible
- Improve service delivery through learning and improvement
- Ensure accountability and transparency
- Protect the reputation and integrity of Nexus 360
- Ensure compliance with good governance standards

3. Scope

This policy applies to:

- Directors
- Employees
- Contractors
- Consultants
- Temporary staff

- Agency workers
- Third-party suppliers
- Sub-processors
- Anyone acting on behalf of Nexus 360

This policy covers all feedback relating to:

- Services provided by Nexus 360
- CRM and automation platforms
- Digital business card systems
- Marketing services and consultancy
- Client support and service delivery
- Behaviour or conduct of staff or representatives

It applies whether feedback is received via:

- Email
- Telephone
- Letter
- Verbal communication
- Digital platforms or systems

4. Definitions

For the purpose of this policy, feedback refers to:

- Compliments
- Comments
- Concerns
- Complaints

Complaint refers to any expression of dissatisfaction about Nexus 360 services, staff, systems or processes requiring a formal response or investigation.

5. Policy Aims

Nexus 360 recognises that every complaint is an opportunity to improve services.

We aim to:

- Respond to feedback promptly and professionally
- Resolve complaints at the earliest opportunity
- Learn from complaints to improve services
- Prevent recurrence of issues
- Ensure clients feel heard and respected

Failure to manage complaints effectively can lead to reputational damage and missed opportunities for improvement.

6. Responsibilities of Staff

All staff are expected to:

- Act professionally at all times

- Treat all feedback seriously and respectfully
- Attempt to resolve issues at first point of contact where possible
- Escalate complaints appropriately when resolution is not possible
- Support complainants in accessing the complaints process

Staff must not ignore or dismiss complaints at any stage.

7. Complaints Handling Procedure

7.1 Early Resolution

Where possible, staff should attempt to resolve complaints immediately by:

- Telephone
- Email
- Written communication

If resolved, the issue should still be recorded internally.

7.2 Escalation

If a complaint cannot be resolved at first contact, it must be escalated to:

- A Director

7.3 Formal Complaints Submission

Formal complaints should be submitted to:

complaints@nexus360.digital

7.4 Acknowledgement

All formal complaints will be acknowledged in writing.

The acknowledgement will include:

- Confirmation of receipt
- Summary of the complaint
- Expected timescale for response

Standard response timeframe: within 30 working days

7.5 Extension of Timeframe

If a response cannot be provided within the expected timeframe:

- The complainant will be informed in writing
- A revised deadline will be provided

7.6 Investigation

The Director will:

- Review all relevant information

- Collect statements from staff or stakeholders
- Review system logs or records where applicable
- Assess the cause of the complaint

Where required, specialist input may be sought.

7.7 Response

A formal written response will include:

- Summary of the complaint
- Findings of the investigation
- Outcome and conclusions
- Any actions taken or planned
- Apology where appropriate

Communication will be made via the complainant's preferred method:

- Email
- Telephone
- Letter

7.8 Learning and Improvement

All complaints will be reviewed to identify:

- Trends
- Recurring issues
- Service improvements
- Training needs

Findings will be reviewed at least annually.

8. Confidentiality

All complaints will be handled in strict confidence.

Information will only be shared with:

- Staff directly involved in the investigation
- Senior management where necessary
- External parties where required by law

All handling of personal data will comply with applicable data protection requirements.

9. Data Protection Officer and Data Protection Complaints

Nexus 360 takes the protection of personal data seriously and is committed to ensuring that all concerns relating to data protection are handled appropriately, lawfully and without undue delay.

9.1 Data Protection Complaints

A data protection complaint includes any concern relating to:

- The handling, storage or use of personal data
- Alleged breaches of UK GDPR or the Data Protection Act 2018
- Requests to exercise data subject rights (e.g. access, rectification, erasure) where dissatisfaction arises
- Concerns about unauthorised access, disclosure or loss of personal information
- Concerns regarding how personal data is processed by Nexus 360

9.2 Role of the Data Protection Officer (DPO)

Nexus 360 appoints an Outsourced Data Protection Officer (DPO) who provides independent oversight and advice in relation to data protection matters.

The DPO will:

- Provide guidance on UK GDPR and data protection compliance
- Support the assessment and investigation of data protection complaints
- Advise on whether an incident constitutes a personal data breach
- Support decision-making in relation to regulatory reporting obligations
- Provide independent review of data protection risks and controls
- Assist in identifying corrective and preventative actions

The DPO does not act on behalf of complainants but ensures that Nexus 360's response is compliant, proportionate and lawful.

9.3 Escalation of Data Protection Complaints

All complaints involving personal data must be escalated immediately to:

- A Director, and
- The Data Protection Officer

This includes suspected or actual personal data breaches.

9.4 Handling of Data Protection Complaints

Where a complaint involves personal data, Nexus 360 will:

- Acknowledge receipt without undue delay
- Assess the nature and severity of the issue
- Determine whether it constitutes a personal data breach
- Investigate the matter in collaboration with relevant internal teams
- Involve the DPO throughout the investigation process
- Implement corrective actions where required
- Maintain a full audit record of the investigation and outcome

Where required, Nexus 360 will comply with regulatory reporting obligations, including notification to the Information Commissioner's Office (ICO) within statutory timeframes.

9.5 Individual Rights and Complaints

Where a complaint relates to the exercise of individual rights under UK GDPR (such as access, rectification or erasure), Nexus 360 will:

- Confirm receipt of the request
- Verify identity where necessary
- Respond within statutory timeframes
- Provide clear explanations where requests cannot be fulfilled
- Escalate complex cases to the DPO for review

9.6 Confidentiality and Data Protection Complaints

All data protection complaints will be handled in strict confidence and processed in accordance with:

- UK GDPR
- Data Protection Act 2018
- Nexus 360 Data Protection and UK GDPR Policy

Access to information will be strictly limited to those involved in the investigation and response process.

10. Monitoring and Review

Nexus 360 will:

- Record all complaints centrally
- Monitor complaint trends
- Review performance regularly
- Implement improvements based on findings

This policy will be reviewed annually or sooner if required due to operational or legal changes.

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Nexus 360

Client Guide to Making a Complaint

1. Introduction

At Nexus 360, we are committed to providing high-quality services across our CRM, automation, digital business card, marketing and consultancy solutions.

We welcome all feedback, including compliments, comments, concerns and complaints.

This guide explains how you can raise a complaint, what you can expect from us, and how we will handle your concerns.

2. Our Commitment to You

When you make a complaint, we will:

- Treat you with respect and courtesy
- Take your concerns seriously
- Investigate thoroughly and fairly
- Keep you informed throughout the process
- Respond in a timely manner
- Learn from your feedback to improve our services

We view complaints as an opportunity to improve what we do.

3. What You Can Tell Us About

You can contact us about anything you are unhappy with, including:

- The service you have received
- Delays or communication issues
- Staff conduct or behaviour
- System or platform issues
- Data or privacy concerns
- Any other aspect of our service

No concern is too small to raise.

4. How to Make a Complaint

You can make a complaint in the following ways:

Email:

complaints@nexus360.digital

Please include:

- Your name and contact details
- A clear description of your concern
- Any relevant dates or evidence
- What you would like us to do (if known)

If you need help writing your complaint, we can assist you.

5. What Happens Next

Step 1 – Acknowledgement

We will confirm receipt of your complaint and explain next steps.

Step 2 – Review

A manager or Director will review your complaint and gather relevant information.

Step 3 – Investigation

We may:

- Speak with relevant staff
- Review records or system activity
- Look at supporting information

Step 4 – Response

We will provide you with a written response explaining:

- What we found
- What action (if any) will be taken
- Any improvements we will make

6. Timescales

We aim to respond to all formal complaints within:

30 working days

If we need more time, we will:

- Let you know why
- Provide a new expected response date

7. How We Will Contact You

We will contact you using your preferred method, such as:

- Email
- Telephone
- Letter

Please let us know your preference when you submit your complaint.

8. Data Protection Complaints and the Data Protection Officer (DPO)

If your complaint relates to the handling of your personal data, privacy concerns, or suspected misuse of information, it will be treated as a data protection complaint.

This includes concerns such as:

- How your personal data is collected, stored or used
- Suspected data breaches or unauthorised access
- Concerns about privacy or confidentiality
- Requests relating to your data rights under UK GDPR

Where a complaint involves personal data, it may also be reviewed by Nexus 360's Outsourced Data Protection Officer (DPO), who provides independent oversight and guidance on data protection matters.

The DPO will support Nexus 360 in ensuring that:

- Your complaint is handled in line with UK GDPR and data protection law
- Any potential data breaches are properly assessed
- Appropriate action is taken to protect your information
- Regulatory obligations are met where required

You do not need to contact the DPO directly, as all data protection complaints submitted to us will be escalated internally where necessary. Should you wish to directly contact the DPO however contact details are found on our Privacy Notice.

9. If You Are Not Happy With the Outcome

If you are not satisfied with our response, you can:

- Ask for the complaint to be reviewed again
- Provide additional information for consideration

We will always aim to resolve matters fairly and transparently.

10. Confidentiality

All complaints are handled confidentially and in line with data protection requirements.

Information is only shared with staff who need it to investigate and respond.

11. Learning and Improvement

We regularly review complaints to:

- Identify trends
- Improve our services
- Reduce repeat issues
- Enhance client experience

Your feedback directly helps us improve.