

XMA Complaints Policy

Policy

One of our core values is “customer focus”. We put our customers at the heart of everything we do and go the extra mile to ensure we deliver on our promises. By understanding the current quality of service we provide to our customers, we can continuously improve to ensure our service delivery exceeds expectations.

If our customers feel dissatisfied with a product or service provided by XMA, for any reason, we welcome feedback either through direct contact with our staff on the phone and face to face or in a written format.

If You Have a Complaint

Where a complaint is about a particular service, product, partner or employee and you are familiar with the engagement team working on your matter, you may wish to address your complaint to an appropriate member of that engagement team, either verbally or in writing.

Where possible, complaints should be made in writing so that the details of the complaint are clear and complete.

If you are not sure to whom to refer your complaint, or feel it is inappropriate to address your complaint to a member of the engagement team, please contact our Customer Services team on 0115 846 4000 option 5 or write to CX@xma.co.uk

The complaint will be acknowledged and assigned to an individual to own.

We will then investigate the issue and aim to produce a response within 20 days depending on the complexity of the matter.

This process forms a part of XMA's Quality Management System, independently audited by ISOQAR and certified to ISO 9001:2015.