



COMPLAINTS POLICY

Any complaint arising from the Assignment or the service from SIGNINGWORKS must first be directed to the Directors of SIGNINGWORKS immediately.

Failure to register this within 7 days of the complaint will render the complaint null and void.

Failure to reach an agreement (within 14 days of receipt of complaint) will result in the complaint being referred to an arbitrator in this case, the NRCPD (National Registers of Communication Professionals working with Deaf and Deaf/blind people) <http://www.signature.org.uk>

In the case of a complaint being received, the invoice will be put on hold until resolution of the complaint.