



National  
Measurement &  
Regulation Office

## Complaints Process – Information for clients of NMRO

NMRO operates a complaints procedure relating to services provided by the NMRO Certification Services in respect of product certification and management systems.

Should you wish to make a complaint you should write to:

Marek Bokota – Quality Manager  
National Measurement & Regulation Office  
Stanton Avenue  
Teddington  
TW11 0JZ

[marek.bokota@nmro.gov.uk](mailto:marek.bokota@nmro.gov.uk)

You should include within your complaint, a full description of the complaint and any related issues. Please provide examples or evidence where possible to make clear the rationale for your complaint. Please also include a description of the action you believe is necessary to address the complaint.

### **The following is an overview of the complaints process:**

#### *Acknowledgement of the complaint:*

All complaints will be acknowledged within 2 working days, however we aim to acknowledge complaints immediately.

#### *Investigation of the complaint:*

The Quality Manager will ensure a full investigation is carried out. The level of investigation will be commensurate with the frequency of occurrence and severity of the complaint.

#### *Response to the complaint:*

After the investigation has concluded, NMRO will address the complaint by taking the necessary action.

#### *Communicating the decision:*

A decision in relation to the complaint will be documented and recorded and sent to the complainant within 10 working days from acknowledgement of the complaint.