



## NMR Customer Complaints Procedure

### How to make a complaint

At NMR we take complaints seriously, and although we aim to provide you with the very highest level of service, we may not always get things right. Here, you will find out how we handle complaints, and what you can do if you're not happy with our response.

### Everything you need to you know

Please contact us as soon as you become aware that there is a problem. We will then do all we can to resolve your complaint as quickly and efficiently as possible.

### Ways to contact us

Call us: 03330 043 043

Email us: [customerservices@nmp.com](mailto:customerservices@nmp.com)

### Write to us:

National Milk Records Ltd  
Unit 8, Grove Park Court  
Grove Park Terrace  
Harrogate  
North Yorkshire HG1 4DP

### What we will do

Upon contacting us, we will aim to resolve your complaint immediately. If this cannot be done, your complaint will be passed to the relevant department to investigate further. You will be contacted within two working days to confirm your complaint has been received, and we will keep you updated throughout the whole process.

We will consider that a complaint is resolved when you indicate that this is the case. If your complaint has not been resolved to your satisfaction, please contact us again.

**Decoding milk data,  
building robust insights.**