**Northstar Travel Group - Customer Complaints Procedure**

There are three ways to raise a complaint with us at Northstar Travel Group:

1. You can write to us at Customer Services, Northstar Travel Group, Second Floor, New London House, 172 Drury Lane, WC2B 5QR.
2. Email us at: [hellomarketing@ntmllc.com](mailto:hellomarketing@ntmllc.com) with the subject line: Complaint
3. Fill in this form and hand it in to the Organisers’ Office at the show.

We discourage face to face complaints at our live events to ensure your complaint is dealt with in a professional manner. Our written complaints procedure allows you time to outline your complaint and allows us the time to investigate and respond in an appropriate manner within a reasonable timeframe.

We have a mix of temporary and permanent staff at the event, and most of these colleagues will not have the information or training required to deal with your complaint in a satisfactory way.

**What happens when you make a complaint?**

Once we have received your complaint, we will respond to you as quickly as possible, looking to resolve it in a fair manner. Depending on the complaint, we would expect to have responded within 14 working days of receipt.

If you are not satisfied with the response you receive from our dedicated Customer Services team, you can notify us and we will escalate the matter to Northstar’s Senior Management.

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| Please describe your complaint in full: |

**Your details:**

|  |  |
| --- | --- |
| Full name |  |
| Company name |  |
| Address |  |
| Contact telephone number |  |
| Contact email |  |

All data is processed in line with our Terms and Privacy policy. Tick here to allow us to process your complaint à ¨ I accept Northstar Travel Group’s Terms & Privacy