**Nomad Travel Complaints Policy**

Nomad strives to provide exceptional Customer Service at all times and take complaints about our work, staff and levels of service very seriously.

If you are unsatisfied with your experience at Nomad, you may wish to discuss in person this before or in place of submitting a formal complaint.

In these instances you can contact our Customer Service team on 01341 555 061 and ask to speak to the Customer Services Manager (9am to 5.30pm Mon-Fri, excluding bank holidays) who will do their best to assist you.

If you prefer to put your complaint in writing, you can do so by following our formal Complaints Procedure and send your completed complaints form to the follow location.

Customer Service Manager

Nomad Travel

3 Wellington Terrace

Turnpike Lane

London

N8 0PX

[customerservice@nomadtravel.co.uk](mailto:customerservice@nomadtravel.co.uk)

**What information we’ll need from you**

We will need:

* A clear, detailed description of what your complaint is about.
* Copies of any letters or emails related to the complaint.
* Your email address or postal address (so we can reply).

Receipt of your correspondence will be acknowledged within 72 hours and all complaints will be investigated and responded to within 28 days. If for any reason we are unable reply to you within this time, we will let you know and inform you of when you can expect a conclusion.