

## COMPLAINTS PROCEDURE

At **easyNetworks**, we are committed to assisting customers and demonstrating our care for their needs. Our team provide a competent, courteous, helpful and friendly service to the highest professional standards and demonstrate a flexible and responsive attitude to customers. We pro-actively seek feedback at conclusion of each and every project and treat any constructive comment as a complaint which is comprehensively and objectively investigated. In the rare incident of a formal customer complaint we follow the procedure below.

- 1) All complaints are recorded to produce a permanent record which is available for action, analysis, and retention.
- 2) All complaints are registered by the Operations Director who initiates the investigation, selects the most appropriate person to investigate and decides the most appropriate action.
- 3) A letter indicating action being taken and the name of the person handling the complaint is sent to the complainant in acknowledgement.
- 4) Each complaint is investigated fully, this usually includes studying the communication audit trail including emails and recorded telephone calls. The investigator then submits a report to the Operations Director who decides the most appropriate action.
- 5) On completion of the investigation and where appropriate a letter will be sent to the complainant to explain what action has been taken (if any).

In order for us to carry out a thorough investigation we need as much information regarding your complaint as possible, including;

- 1) A clear, detailed description of what your complaint is about (including dates & times where possible).
- 2) Copies of any letters or emails related to the complaint.
- 3) Your contact details (so we can reply).

It is important to remember that complaints will not always produce the outcome that you are seeking, as all points of view have to be considered. Whatever the decision, your concerns will receive serious consideration and if we are not able to resolve the problem, we will explain the reasons for the decision.

Our office hours are 08:00 – 17:00 Monday to Friday, clients can contact us using the details below to initiate our complaints procedure.

### By Post

Complaints

**easyNetworks**

Unit 1.1 Central Point

Kirpal Road

Portsmouth

PO3 6FH

### By Phone

0800 1313 100

### By Email

[complaints@easynetworks.co.uk](mailto:complaints@easynetworks.co.uk)