

## Complaints Procedure



Advise



Build



Support



Protect

**Not just another IT company...**

Why? Because we think, react and deliver differently.

Advise, Build, Support & Protect. It's what we do best, simple as that.

We're passionate about **advising** organisations and evangelising about the positive change innovative IT can have.

We listen to your plans. Design and **build** robust solutions with you. **Fast, flexible & adaptable**. On the ground and in the cloud!

Proactive **support** specifically designed around your business. From one call per month to full service teams for when the heat is on.

And we're realists when it comes to **security**. We understand the risks you take at every turn. Your safety is paramount to us - your networks, your information and your people.

**Always learning, always evolving. That's Net Support UK.**



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*The services described in this document are subject to availability and may be modified from time to time.*

*Services and equipment are provided subject to Net Support UK Ltd's standard conditions of contract or service specific Terms and Conditions. Nothing in this publication forms any part of any contract*

***This SLA applies only to the Services and Products listed in the Service Description***

## Document History

Version	Date	Author	Summary of Changes
1.0	20/09/2015	KH	Initial Draft of new procedure
1.1	10/01/2016	KH	Formatting and Style changes

## Complaints Procedure

Our aim is always to provide a great service experience to our customers and stand out as a provider of managed services. However, if you feel that our service has fallen short of the high standards we set, we want to hear from you so that we can look to improve.

We will always look to resolve your complaint within the department in which the issue is being handled, however, where this is not possible or you do not feel it has been resolved to your satisfaction, you are able to escalate to the next level. You can raise a complaint by phone, e-mail or letter.

### Step 1

In the first instance, we ask that you contact a member of staff in the department most relevant to your complaint:

#### **Billing**

If your complaint is related to billing, you should contact our **Accounts team**:

T: 029 200 22 300 and ask to speak to Accounts

E: [accounts@nsuk.com](mailto:accounts@nsuk.com)

Post: Accounts Department Manager, Net Support UK Ltd, Riverside Court, Chepstow NP16 5UH

#### **Technical Support**

If your complaint is related to technical support, you should contact the **Technical Support team**:

T: 029 200 22 333

E: [support@nsuk.com](mailto:support@nsuk.com)

Post: Helpdesk Manager, Net Support UK Ltd. Charnwood House, Collivaud Place, Ocean Way, Cardiff, CF24 5HF

### **General**

If your complaint is more general, you should contact our **Customer Services team**

T:029 200 22 300, and ask for Customer Services

E: [customer.services@nsuk.com](mailto:customer.services@nsuk.com)

Post: Customer Services Manager, Net Support UK Ltd, Charnwood House, Collivaud Place, Ocean Way, Cardiff, CF24 5HF

An adviser will take all relevant information regarding your complaint, investigate thoroughly and, where possible, resolve the issue directly. If your complaint can't be dealt with by the team you initially contact, they will pass your complaint to the appropriate team.

### **Step 2**

If we are unable to resolve your issue to your satisfaction, you can escalate your complaint to the department's team leader. If your complaint is made by phone, you will receive a call back within one working day. They will investigate further and report back to you within a further working day.

### **Step 3**

If you are not satisfied with the resolution or explanation provided you can escalate your complaint to the relevant department's manager who will respond within 8 working days.

### **Step 4**

If you are not satisfied with the department manager's response you are able to escalate your complaint to the corresponding Operations Director or Financial Controller who will respond within 10 working days of receipt.

### **Step 5**

If your complaint remains unresolved, we will give you details to enable a complaint to be made to our Managing Director who will respond within 20 working days.

**What you can do if you're still not happy**

If you're still not satisfied having followed the above process, then depending on the service being supplied, you may have access to alternative dispute resolution services. This should be detailed in the Terms and Conditions of the particular service you have with us. If in doubt please contact our Customer Services Department who will advise you of your options.

**Registered Office:**

Net Support UK Ltd  
Riverside Court  
Beaufort Park Way  
Chepstow  
NP16 5UH

T: 029 200 22 300

**Network Operations Centre:**

Charnwood House  
Ocean Way, Collivaud Place  
Cardiff  
CF24 5HF

[www.nasuk.com](http://www.nasuk.com)

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