



## Complaints Handling & Dispute Resolution Policy

### Introduction

UK IT Networks is a fresh new supplier of innovative Information Communications & Technology solutions and services to UK businesses & the public sector. Our trading model is based on the ability to which it can adapt to its target market and client base, symbolised by the use of the chameleon within our logo.

This policy is published on our company website [www.ukitnetworks.com](http://www.ukitnetworks.com) copies of which can be downloaded or requested from us without charge.

### How to contact us

**Please contact our Customer Service Team from 8.30am to 5:30pm Monday to Friday by:**

Tel:	<b>0844 324 85 85</b>
E-mail:	<b><a href="mailto:support@ukitnetworks.com">support@ukitnetworks.com</a></b>
Fax:	<b>0844 324 85 86</b>
Post:	<b>Lewin Forge, 25 Lewin Street, Middlewich, Cheshire, CW10 9BG</b>
Web:	<b><a href="http://www.ukitnetworks.com">www.ukitnetworks.com</a></b>
24x7 Out of hours:	<b>0844 324 85 87</b>

### Complaints

We make every effort to ensure our services surpass your expectations. However we understand that sometimes things can sometimes go wrong. We take customers views very seriously and will always try and resolve any concerns as quickly as possible.

If you have a complaint about any aspect of our service, your first step is to contact our Customer Service Team on 0844 324 85 85.

A customer services representative will ask about your complaint, raise a case within our CRM, and try to resolve your complaint whilst you're on the telephone. You may be asked for your account password if you are not a named person against your account. This is in line with our data protection policy, and is carried out to protect our customer's privacy.

If you are dissatisfied with the outcome of the suggested resolution, please advise the representative of this, and they will escalate this to a manager within the company.

If both the manager, and/or the customer services representative are unable to resolve your complaint to your satisfaction, this will then be escalated to the commercial director as stated within our escalation matrix.





At this stage if a resolution cannot be found between you and a company director, or has been outstanding for more than 8 weeks, we will send you a letter stating that your complaint has reached “**deadlock**”. At this stage you may make a complaint to the Ombudsman Services: Communications; an independent alternative dispute resolution scheme (ADR).

#### Contact Details for Ombudsman Services:

Ombudsman Services: Communication  
PO Box 730, Warrington, WA4 6WU  
Phone: 0845 050 1614  
Fax: 01925 430 059

Website: [www.os-communications.org](http://www.os-communications.org)

Communications provides an independent service to customers who are not satisfied with the resolution of their complaint. You must make your complaint to Ombudsman Services: Communications within six months of receiving a ‘Deadlock’ letter. If you have not received a ‘Deadlock’ letter you must contact Ombudsman Services: Communications within nine months of issuing a complaint to UK IT Networks.

#### Contact Details for OfCom:

Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA  
Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

Ofcom is the regulatory body for the communications industry. Ofcom oversees our service provision within the terms of the Communications Act 2003 that are relevant to us.

