



## **soVision IT Ltd**

### **Customer Complaints Code of Practice**



#### **Purpose of this Code**

Our aim is to provide consistently high quality, proactive customer service with a personal touch and although we achieve this in most cases, sometimes things do go wrong. If you're unhappy with the service you've received from us, please tell us quickly so we have the earliest opportunity to put things right.

For the purposes of this Code the term 'complaint' includes all expressions of dissatisfaction made to us where a customer has a reasonable expectation of some direct response from us to address their concerns. This Code sets out how you can contact us with details of your complaint, the process we will apply to handling the matter and what we will do to keep you informed of our progress. Finally, if you believe your complaint has not been dealt with satisfactorily we set out what further options are available to you to resolve the problem.

#### **Letting us know of your complaint**

The first step is to ensure we know about any dissatisfaction as soon as possible. Any problems should be discussed first with our technical support team or accounts department, as appropriate on 0845 450 3669. Our normal office hours are 0900 to 1700 GMT Monday to Friday. Alternatively please send an email detailing the problem to [support@sovisionIT.com](mailto:support@sovisionIT.com) or [accounts@sovisionIT.com](mailto:accounts@sovisionIT.com). Please check your contract documents and/or our Standard Terms and Conditions (available via our website at [www.sovisionIT.com](http://www.sovisionIT.com)) for any service level agreements relevant to your supply.

If you contact us by phone we will always try to resolve the matter during your first call but if we can't we will give you an approximate timescale for our next response and agree with you the best method of ongoing contact until resolution. If you email us, we will acknowledge receipt of your email, outline what immediate action we will take to investigate and an estimated time for our response.

Although we would prefer to resolve your issue at the earliest opportunity you can also contact us by writing to us (please include your account reference and detail your complaint as fully as possible) at:

Customer Services - Complaints, soVision IT Ltd, Avon House, Avon Mill Lane, Keynsham, Bristol BS31 2UG. If possible, please provide us with a telephone or email contact for response since this will enable us to communicate with you more promptly and aid speedier resolution.

#### **The Process**

The extent and timeframe of investigation, referral and review will to some degree depend on the complexity, impact or urgency of any complaint but the basic process remains the same. Your complaint will be logged in our CRM system when you first inform us of your dissatisfaction. We will investigate and record the facts of the situation including any technical reports and correspondence with third parties on the matter. Once we have investigated the complaint and have a reasonable resolution (if we believe one is required) we will contact you with our findings and, if we agree there is a problem, either confirm it has been remedied (and in what manner) or propose a suitable resolution. Unless we hear from you within 10 working days of our response to you or our actioning of any such resolution, whichever is the later, we will assume that the complaint has been resolved to your satisfaction and it will be closed out on our system. If you advise us you are still dissatisfied, your complaint will be escalated to 'formal' status internally (see below) and a senior member of management will take over a review of your case and report to you directly.

## Updating you on progress

In the vast majority of cases we should be able to investigate and respond to you within 2 working days with an explanation or proposed resolution if we or one of our suppliers is at fault. Occasionally the matter may take longer to investigate or we may need to wait on reports from third parties. If this is the case we will keep you informed (by telephone or email whichever method is agreed with you) of progress. Our objective is to provide a resolution for all complaints within 10 working days.

## Not happy with our response?

If you're unhappy with the outcome of our investigation or proposed resolution, please ask to speak to our Operations Director or Technical Director. At this stage your complaint will be escalated and logged under our formal complaints procedure. You will be assigned a complaints register reference and a senior manager will be appointed to review your case. They will conduct any further investigations merited and will report directly back to you with their findings and any proposed further action. Whatever is proposed at this stage will be our final proposition in terms of resolving your complaint.

## Further recourse

We pride ourselves on our good reputation and will always seek to find a fair and reasonable outcome for our customers. You need to allow us up to eight weeks to resolve a complaint after it was first made before you seek alternative resolution. If however, you are dissatisfied with how your complaint has been resolved, even after escalation and review by our senior management, *and you are a consumer or small business employing less than 10 employees*, you will be able to contact an independent arbitrator under our alternative dispute resolution (ADR) scheme after eight weeks.

## Alternative Dispute Resolution Arrangements

You should ask us to provide you with a 'deadlock' letter if we have intimated that we are unable to deal with your complaint further. This confirms that we agree that you may refer your complaint to our ADR scheme.

soVision IT are a participating company in the arbitration scheme provided by Ombudsman Services: Communications (OSComs), an approved OFCOM (Office of Communications) arbitrator. OSComs can review your complaint independently and, if it meets their criteria for adjudication, will provide a final decision on resolution which we will always abide by. This service is free to you, simple to use, transparent and a speedy alternative to legal action.

You must refer a case for consideration by OSComs within 6 months of receiving our 'deadlock' letter, or 9 months from the time your complaint was first made to us.

Please note: You are not obliged to accept any decision made by OSComs or us and the possibility of legal recourse remains open to you at any time.

OSComs can be contacted at: PO Box 730, Warrington WA4 6WU

Telephone: 0330 440 1614 or 01925 430 049  
Fax: 0330 440 1615 or 01925 430 059  
Email: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

Further information can be obtained from their website at:  
<http://www.ombudsman-services.org/communications.html>

## Complaints about this Code

If you feel we have failed to meet our commitments regarding this Code please contact the Company Secretary, soVision IT Ltd, Avon House, Avon Mill Lane, Keynsham, Bristol BS31 2UG. Company Reg. 10714018