

## **Our Complaints Procedure**



# **Our complaints procedure**

We provide computer products and related services to businesses and private individuals in South East England. We aim to provide the highest level of service at all times.

However, there may be times when things go wrong and you need to complain to us. When you do make a complaint, we aim to deal with your concerns efficiently and fairly, and to put things right as quickly as possible. We will also use your comments to improve our services to you in the future.

This booklet tells you how to make a complaint about the services we provide, and how we will deal with your complaint.

## **Who can make a complaint?**

You can complain to us if you are dissatisfied with any aspect of the service.

You don't necessarily have to be one of our customers to make a complaint. You can be anyone who is getting, or trying to get, a service from us, or anyone acting on behalf of a customer (such as a relative, friend, carer or advice agency).

## **How to complain**

We are happy to accept complaints by telephone, letter, or email – whichever is the most convenient for you. Contact telephone numbers and addresses to help you do this are provided at the back of this booklet.

# Our complaints procedure

## Telephone complaints

Making a complaint via the telephone is normally the quickest way of resolving any problems. We aim to deal with telephone complaints there and then. If we can't do this we will call you back within one working day.

## Anonymous complaints

Complaints that are made anonymously will be considered carefully and action taken where required.

## Written and web complaints

We make sure that someone is responsible for replying to each written and email complaint that we receive. They will be responsible for the quality of the reply and for making sure the reply is sent promptly.

We aim to reply to letters and email contacts of complaint within 10 working days of receiving them. Our reply will include the name, address and telephone number of the person who is dealing with your complaint so that you can contact them direct if you need further information.



We aim to  
reply within  
10 working  
days

# Our complaints procedure

## Complaints procedure: A step-by-step guide

The following guide shows the steps you can take from making an initial complaint to escalating your complaint if you are not satisfied with our response to you.

### Making a complaint (step 1)

If you are unhappy with any aspect of our service to you, please let us know.

We will look into your complaint and respond to you. We may have to ask you for further information in order to investigate properly. It is important to provide this information or we will be unable to progress your complaint further.

Contact details are provided at the end of this document

### Reviewing a complaint (step 2)

If you are dissatisfied with our response to your complaint please let us know. We will review your complaint; this will be done independently from the reply we gave you (refer to previous section 'Making a complaint')

Following this review we will contact you with our findings.

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## **Recording your complaint**

We keep a record of all the complaints that we receive, regardless of the way the complaint is made.

## **Confidentiality**

We will treat all personal information you provide us with, as confidential. We will only give information to someone else if we have your permission to do so. We will only give information over the telephone if the caller can prove their identity, for example by providing a valid customer account or other reference information.

## **Putting things right**

First, we will analyse the cause of your complaint to try to make sure that it does not happen again. If we have made a mistake we will apologise and tell you what we did wrong. Our aim is to put things right as soon as we can. If you have alleged a specific loss or damage due to our mistake we will usually need full details and receipts.

## **Special cases**

If you make a complaint about one of our employees, a Senior Manager or Director will look into it.

## **Training**

We have a continuous programme of employee training in all areas of customer service and in particular how to deal with customer complaints. This is to make sure that customers receive a consistent, polite and efficient service.

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## **Getting in touch**

Call us on +44 (0)1825 701112 during 9am-5:30pm, Monday-Friday excluding Bank Holidays.

Email us at:  
complaints@knibbs.com

Write to us at:

Customer Services  
Knibbs Computer Services Ltd  
Ground Floor 2/7 Horsted Square  
Bellbrook Industrial Estate  
Uckfield  
East Sussex  
TN22 1QG

Knibbs Computer Services Ltd is a company registered in England and Wales number 3651449. Registered office as above.