

Complaints Code

The Purpose of this Code

We have produced this Customer Complaints Code as part of our obligations under the telecommunications regulations and in accordance with Ofcom requirements. The overall purpose of the Code is to provide our clients with a written code about our complaints handling procedures in a clear and transparent manner.

Complaint Handling and Dispute Resolution

Complaints

We take all complaints seriously and will do what we reasonably can to resolve the issue speedily and to the satisfaction of the client concerned.

Contact Us

We offer a variety of means of contact, depending on your needs at any point in time. The principal methods are detailed below:

Telephone	0330 9000 009 (09.00 – 1700 Monday to Friday excluding bank holidays)
Fax	08432 651 492
Email	service@infinitysystemsolutions.co.uk
In Writing	Infinity System Solutions Ltd, Innovation Centre, Festival Drive, Ebbw Vale, Blaenau Gwent, NP23 8XA

Response Times

All disputes are logged and we aim to acknowledge all disputes within 24 working hours. Your complaint will be investigated and a case handler assigned. If we cannot resolve your complaint within the first 3 working days, an agreed contact time will be made and you will be updated regularly by us.

Stages to resolve your complaint

	Stage	Description
1	Request for complaint to be raised	You can request to raise a complaint by contacting your Account Manager, Customer Service Team or by any other method of contact set out above.
2	Receipt of a complaint	All complaints are sent to the relevant department and a complaint case will be raised. The customer service team will confirm your contact details and the case reference, sending you an email or a letter should you prefer to confirm these details in writing. Your case handler will then contact you within 48 hours of your complaint being raised to introduce themselves and set the expectations for your complaint moving forward, giving their direct contact details.
3	Case Investigation	The case handler will update you at regular intervals agreed with you at your initial conversation. Wherever possible contact will be made by phone and followed up by email.
4	Closure	If you confirm following the investigation that your complaint has been resolved, the case will be closed.

5	Case re-open/Case Escalation	If after you have spoken to the case handler you are not satisfied with our response, the original case will be re-opened or immediately escalated and assigned to the Customer Service Manager/Head of Professional Services.
6	Case open over 8 weeks	If the complaint is open for 8 weeks or longer the case handler will inform you that you have the right to contact Ofcom if applicable. Please see below for further information.

Alternative Dispute Resolution

If we have not resolved your complaint to your satisfaction after 8 weeks or if you have received a letter from us saying that your complaint has reached “deadlock”, you may make a complaint through Ofcom.

Ofcom is an independent regulator and their details are as follows:

Ofcom
 Contact Centre
 Riverside House
 2a Southwark Bridge Road
 London
 SE1 9HA
 Email: contact@ofcom.org.uk
 Web site: <http://www.ofcom.org.uk/>
 Tel: 020 7981 3040 or 0845 456 3040

Compensation

We have no rigid compensation process. If there is a circumstance where compensation would be appropriate, we would look at it upon its own particular facts and assess the applicable level of compensation. We do our utmost to ensure that we comply with all legislative and regulatory requirements. Any compensation will be paid as a credit to your monthly invoice or otherwise as agreed.

Review of this Code

If you have any specific comments on this Code, or would like us to consider specific amendments, corrections, or improvements in a future revision, then please do contact us.