

# THEonePOINT

## The One Point Limited - Customer Complaints Procedure

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

### Who can complain?

Anyone who is receiving a service from The One Point Limited.

### How to complain:

The One Point would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you wish to escalate any issues or complaint please email [info@theonepoint.co.uk](mailto:info@theonepoint.co.uk) with '**Formal Complaint**' in the Email Subject Title. In the main body email please detail the reason for the complaint and that you wish for this to be escalated to a Technical Lead or Manager. Each of our departments within The One Point have a named 'Technical Lead or Manager' who will then contact you in person or by phone to resolve your issue. During this contact a time schedule to resolve your complaint will be agreed and documented.

You can also write down your complaint and send it to:

*Customer Services  
The One Point Limited  
The View  
Bridgehead Business Park  
Hessle  
East Yorkshire  
HU13 0GD*

## **What Happens Next?**

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

## **Does this always happen?**

In all cases, a complaint will be given full and fair consideration.

However, if because of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

If a Data Breach has occurred the ICO will be informed under the new GDPR 2018 regulations.

## **Can you have someone with you when your complaint is discussed?**

Yes, you can.

## **Can you take your complaint elsewhere?**

If your matter is telecommunications related you can raise your complaint with OFCOM via the following link: <https://www.ofcom.org.uk/complain-to-ofcom>

Last Updated: 19<sup>th</sup> March 2018

## **Associated Documents/Policies:**

<https://theonepoint.co.uk/privacy-policy> - last updated 19<sup>th</sup> March 2018

<https://theonepoint.co.uk/terms-conditions> - last updated 19<sup>th</sup> March 2018