

Unified Business Communications Ltd customer complaints procedure:

Unified Business Communications Ltd is committed to providing excellent service and endeavours to deal with any complaint fairly and within a reasonable period of time. However, should a customer remain dissatisfied with any aspect of our service, they are welcomed to contact us whereupon we will do our utmost to resolve the problem as quickly as is reasonably practicable. We operate a complaints procedure to help ensure that any complaints are dealt with efficiently and to your satisfaction.

If you have a problem with the way we have sold, provisioned or delivered the service to you, you should:

1. In the first instance, telephone us on **0191 201 2112** or email enquires@unifiedbizz.com. We aim to respond to you within 48 hours. We will do our utmost to successfully resolve any problems at that point. If, however, your problem cannot be resolved during the phone call/email, we will agree on a course of action with you. If you remain unhappy with the way in which your complaint has been handled in the first instance, you may contact the Customer Service Manager via claire@unifiedbizz.com. They will respond and aim to resolve your complaint within 48 hours.
2. If the Customer Service Manager is unable to resolve the issue to your satisfaction, you may escalate your concern to the Director by emailing Adrian@unifiedbizz.com. In both cases, they will aim to respond to you within 48 hours.
3. Please note that in all cases, we ask that you supply full contact details and account reference and that you work with our management team to resolve your concern.

Ombudsman Services and Independent Complaints Resolution

In the unlikely event that your complaint has not been resolved by Unified Business Communications Ltd to your satisfaction within a period of eight weeks, or if during the process of investigating your complaint you believe the situation has reached a deadlock, you may refer your complaint to the Ombudsman Services for independent consideration. The ombudsman will make an independent decision based entirely on the merits of the complaint. For more information, visit www.ombudsman-services.org