

## Altwood IT Services Complaints Escalation Procedure

At Altwood, we aim and strive to give outstanding customer service and value for money, however we recognize that from time to time issues can arise that need to be resolved, and if this cannot be accomplished then escalated. We are committed to resolving any such issues as quickly and efficiently as possible. The following section gives information on how to contact us, and what to do if you have a complaint.

### Step One: How to Contact Us

If you are unhappy with any of our services, or you feel that you have not received a satisfactory response from our Customer Support teams, you may send your complaint in writing to:

The Managing Director  
Altwood IT Services Limited  
71 Duke Street  
Mayfair  
London  
W1K 5NY

Alternatively you may email us at [info@altwooditservices.co.uk](mailto:info@altwooditservices.co.uk). You should expect to receive a response to your query within 14 days of us receiving your correspondence and an acknowledgement of the email being received within 48hours.

### Step Two: What we will do

On receipt of your complaint our Managing Director will thoroughly investigate any issues raised and propose a course of action for resolution together with a time table.

### Step Three: If you are still not satisfied

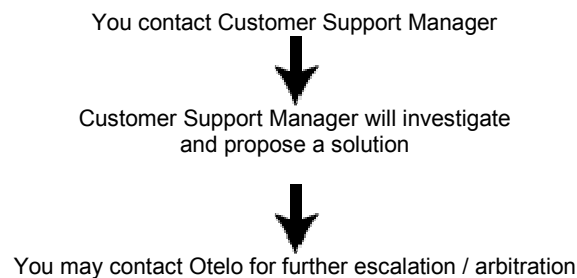
If you are still not satisfied with the response and proposed remedy that you have received from us, you should send a letter detailing your complaint (in full) to: Otelo (Office of the Telecommunications Ombudsman), the UK's Independent Ombudsman. Please note that Otelo can only help if you have given us an opportunity to resolve with you any issues. Otelo contact details are:

Otelo  
PO Box 730  
Warrington  
WA4 6WU

**Email:** [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

**Website:** <http://www.otelo.org.uk>

## Overview of complaints escalation procedure



## Contact information

We are happy to answer any questions you may have regarding your services. Please note that any and all discussions with us are treated in the strictest confidence, so we may need to ask you security questions to confirm that we are speaking to the right person and this is done so to protect your privacy.

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

**Please note:** by signing up for any of our services you agree to be bound by all Altwood IT Services Terms and Conditions.