



Complaints Procedure

Integrated Business Systems is committed to delivering a high quality of customer service to the Customer from quotation through to ongoing support. If any aspect of the service provided is unsatisfactory the Customer may lodge a formal complaint to request the issue to be investigated and where applicable resolved.

All complaints should be submitted to the Customer Relations Team in the first instance;

Customer Relations Team:

Email: customer.relations@integratedbsl.com

Tel: 0800 0641999

Letter: FAO Customer Relations Team, Integrated Business Systems, No.1 Croydon, Croydon, CR0 0XT

A member of the Integrated Business Systems Customer Relations Team will endeavour to resolve the complaint while the Customer is on the line. During any discussions Integrated Business Systems will protect the privacy of the information provided.

If the complaint is submitted by email or in writing Integrated Business Systems will acknowledge receipt, advise when and by what method a response will be sent and provide a point of contact.

Integrated Business Systems aims to resolve complaints within 10 days of receipt; this is dependent upon the nature and complexity of the complaint. If the Customer wishes to escalate the complaint within Integrated Business Systems please refer the matter to the point of contact provided and request the complaint is escalated to their Manager. If the response from the Manager is still not satisfactory the Customer is entitled to request the complaint is escalated to the Integrated Business Systems Operations Director.

If the Customer has not received a response from Integrated Business Systems within 8 weeks or the complaint has reached "deadlock", then the Customer is entitled to ask assistance from:

Ombudsman Services – Communications

PO Box 730

Warrington

WA4 6WU

Tel: 0333 440 1614

Email: osenquiries@os-communications.org

Website: www.ombudsman-services.org

Ombudsman Services is an independent organisation which is Ofcom approved to provide an 'Alternative Dispute Resolution' (ADR) service for individuals and small businesses. Ombudsman Services will mediate between the Customer and Communications Provider (Integrated Business Systems) and an impartial adjudicator will assess the complaint and recommend any actions required.

If the Customer is not satisfied with the progress of the complaint they may ask Integrated Business Systems to submit an early referral to Ombudsman Services, however, Switch Communications are entitled to decline if they feel the complaint is still in progress and active steps are being taken to find a resolution.