



Complaints Process

How to make a complaint

We sincerely hope you never have any cause to complain to us, about our services or anything related to our business. However, if you have previously contacted us and remain dissatisfied with how we have answered your question or helped you with your problem, then we need you to tell us about it in writing. This will be forwarded to the appropriate department at Comms365 Limited for a response.

Please send us your complaint by letter or email:

Via email: complaints@comms365.com or via post: Comms365 Limited, Complaints Department, South House 3, Bond Avenue, Milton Keynes MK1 1SW. To help us to contact you quickly, please include:

- Your full name
- Your customer number (if applicable)
- Your full address
- Your daytime telephone number
- Full details of your complaint, including the name of the person whom you spoke to first, the product/service you wish to discuss and the reason for the complaint
- Copies of any correspondence relating to your complaint

How we will respond to your complaint:

We aim to resolve your complaint as soon as possible. Some issues may be complex and require investigation and this may take some time. We will contact you by letter or email to confirm that we have received your complaint and aim to provide a full response within 10 days. If this is not possible, we will always keep you informed by telephone or in writing.

What we will do if your complaint is upheld:

If your complaint is upheld, then we will offer an explanation and an apology. If it is appropriate, then we will take any actions needed to solve the problem fully.

Comms365 is also a member of *The Ombudsman Service* which is an independent complaint intermediary www.ombudsman-services.org. If your complaint is not resolved to your satisfaction you can forward the entire case to them for review.