

Complaints Code

Introduction

We are committed to providing you with exceptional customer service, but we accept that sometimes things go wrong. We take your concerns very seriously and we aim to resolve them quickly and efficiently.

Our complaints code gives you clear and useful information about what you can do if you are not happy. It tells you:

- Best method to address your complaint
- What we will do and when
- What can be done if you are still not completely happy

First Instance

In the first instance, feel free to contact us by calling our Customer Service Team on 01642 661800, or visit our website; www.odyssey-systems.co.uk, where you can have an instant chat, book an appointment or arrange a call back. Alternatively, email your enquiry to post@odyssey-systems.co.uk

Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. If this is not possible, we will agree a course of action with you.

You may also send your complaint to us in writing at:

Odyssey Systems Limited
3 Lockheed Court
Preston Farm
Stockton-on-Tees
TS18 3SH

We aim to reply to every complaint we receive by post to this address within 10 working days from receipt of the complaint and an email within 5 working days.

Information that can assist us

To help us resolve the issue to our mutual satisfaction, please provide the following information:

- As much detail about the incident which prompted the complaint
- Include date(s) or timeframe
- What you feel we can do to fairly resolve the matter

How you can take the matter further

If your complaint is not resolved to your satisfaction after this procedure, you can take it further to the Managing Director. He will aim to resolve the complaint within 14 working days.

The Managing Director can always be contacted directly if you feel that the matter is serious or of a sensitive nature.

Should an amicable resolution not be found at this stage, we may send you a 'deadlock' letter. This means that there is nothing more we can do.

What you can do if you are still not happy

If we have issued a 'deadlock' letter or eight weeks have passed since your complaint, you can pursue your complaint further by contacting an alternative dispute resolution (ADR). Subject to their eligibility criteria, you may wish to refer to Ombudsman Services: Communication.

Ombudsman Services: Communication
PO BOX 730
Warrington
WA4 6WU

Phone: 0330 440 1614
Textphone: 0330 440 1600
Email: enquiries@os-communications.org
Website: www.ombudsman-services.org/communications.html

Ombudsman Services: Communication cannot deal with complaints about commercial policy e.g. prices or broadband availability. It is a free independent service available to individual consumers or businesses with no more than 10 employees.

If you complain to Ombudsman Services: Communication, you must do so within 6 months of the 'deadlock' letter or within 9 months from the initial complaint to us.