



Code of Practice for Complaint Handling

Introduction

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. When they do, we want to know so that we can put them right as soon as possible.

This code of practice explains how to contact us and our procedures for resolving complaints about sales, billing, fault repair or services. The Code forms part of our Code of Practice. It is available on request from our Customer Service Helpdesk on 01273 827410 and from our website-www.focus4u.co.uk

If you have a complaint

Please telephone our Customer Service Team or your Account Manager on 01273 827410. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. If this is impossible, we will agree a course of action with you.

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

Focus 4 U Ltd
Unit H, Hove Technology Centre
St Joseph's Close
Hove, East Sussex
BN3 7ES

Or via an e-mail enquiry to enquiries@focus4u.co.uk

During any discussions we will protect the privacy of the information that we hold on you. We may have to ask you questions to confirm that we are speaking to the right person.

Taking your complaint further

If your complaint is not resolved to your satisfaction after this procedure, you can take it further within our company to the Operations Manager and ultimately to the Managing Director.

If we cannot resolve the problem, then we will write to you to say so. If you remain unhappy and wish to pursue your complaint further by alternative dispute resolution, you may wish to refer to the Otelo Alternative Dispute Resolution Scheme.

Useful addresses

Otelo, PO Box 730, Warrington, WA4 6WU. Tel: 0845 450 1614

Ofcom: Riverside House, 2A Southwark Bridge Road, London SE1 9HA, Tel: 020 7981 3000

Federation of Communication Services Limited (FCS), Burnhill Business Centre,
Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 8249 6363
www.fcs.org.uk