

# Complaints Policy



**Issue Date:** 10/07/2015

**Classification:** Public

**Audience:** Public

**Version:** 2.3

**Document Type:** Company Policy

**Distribution List (if applicable):** [Click here to enter text.](#)

**TABLE OF CONTENTS**

- 1. DOCUMENT PURPOSE ..... 2
- 2. RELATED RESOURCES ..... 2
- 3. RESPONSIBILITY ..... 2
- 4. HOW TO COMPLAIN ..... 2
- 5. RAISING AN ISSUE ..... 2
- 6. ESCALATION ..... 3
- 7. ALTERNATIVE OPTIONS ..... 3
- 8. FURTHER RESOLUTION..... 3

## 1. DOCUMENT PURPOSE

The purpose of this document is to provide information on our complaints process for customers, clients or members of the public, should they wish to contact the company.

## 2. RELATED RESOURCES

- ISO 9001:2008
- ISO 14001:2004
- ISO 27001:2013

## 3. RESPONSIBILITY

At GCI, we are serious about service & support. Over the years we have crafted an approach to service delivery that allows us to accurately, flexibly and reliably meet the needs of your business. The cornerstones of our service delivery organisation are our people, our processes and our systems. Customer service is an integral part of our job, which is why many of our service desk are members of the Institute of Customer Service, a professional membership body for customer service. Underpinning all of our services is our ITIL aligned, UK based Service Desk. We are also committed to our membership of the Cloud Industry Forum (CIF).

Where services such as domains are provided through third parties, GCI will comply with their terms and conditions as summarised in service description and/or laid out in our portals.

We do all we can to ensure you are satisfied with every aspect of the service we provide, but acknowledge that on occasions things can go wrong and therefore see this as a “moment of truth”, when you can raise your concerns with us and we have the opportunity to resolve the matter in a prompt and satisfactory manner. This allows GCI to better understand the issue, ensure that we can use this sharing of views to further improve on the way we do business and demonstrate our commitment to you as a valued customer. We take our customer’s comments very seriously and all verbal and non-verbal correspondence is retained and used to suggest improvements within the business.

## 4. HOW TO COMPLAIN

If at any time you wish to discuss your service, please contact GCI Support by telephone on 0843 366 3366 or your dedicated Account Manager. You will receive our full attention and we will attempt to resolve the matter immediately, the majority of issues are resolved in this manner. If we are unable to provide a solution straight away we will agree and provide you with a timescale and the contact details of the individual dealing with your concerns.

If at any time you are dissatisfied with this process or are unhappy with the resolution offered to you, then please ask to speak to one of our Operational Team Managers. Once they have reviewed the details of your issue and what steps we have already taken, they will attempt to resolve the matter to your satisfaction.

## 5. RAISING AN ISSUE

Any individual issue should in the first instance be addressed by the respective nominated representatives concerning Sales, Technical Delivery, In-Life Support or Finance. This

should be raised via a Support Case through the Insite Portal or via email to [support@outsourcery.co.uk](mailto:support@outsourcery.co.uk).

Response and resolution OLA's are detailed in the Operations Manual, with a maximum target response of twelve hours.

## 6. ESCALATION

In the event that the issue is not satisfactorily concluded or is outside any Service Level Agreement (SLA) please send details to [escalations@outsourcery.co.uk](mailto:escalations@outsourcery.co.uk). If an issue requires escalation by GCI it will be directed to the contact signatory.

## 7. ALTERNATIVE OPTIONS

Any change to an operational system or application software will be managed through consideration of the following, where applicable:

We understand that your time is valuable and that discussing your service over the phone may not always be appropriate, or if at any stage you are dissatisfied with any aspect of the way your complaint is dealt with or you wish to receive a more formal response from GCI then please feel free to detail your concerns by email to [complaints@outsourcery.co.uk](mailto:complaints@outsourcery.co.uk).

To help us manage your correspondence quickly, please include:

- Your name and address
- Your email, mobile and account number
- A daytime contact number
- The details of your complaint, including any dates and people you have spoken to, if possible
- What you feel GCI could do to put things right

## 8. FURTHER RESOLUTION

GCI will always attempt to look at every possible option with the objective of resolving your complaint and we are confident that the majority of our customer's complaints are resolved satisfactorily. However, there may be instances when a resolution cannot be reached or a compromise cannot be negotiated for whatever reason, neither party is able to agree or move forward on an issue. Details of third party arbitration organisations are available on application or in the Operations Manual.