

Complaints Policy

Outsourcery is committed to providing your business with the customer experience you would expect from the UK's most successful independent service provider. We do all that we can to ensure you are satisfied with every aspect of the service we provide. However, we accept that on occasion things can go wrong, we 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 "moment" allows Outsourcery 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

What do I do if I am unhappy?

If at any time you wish to discuss any issue with your service then the first step is to contact our Customer Services Team at customersupport@outsourcery.co.uk 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 and if we are unable to provide a solution straight away then we shall 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 the Operational Supervisors. 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. After you have spoken to a supervisor, if you are still unhappy, you can request that your complaint be escalated to the dedicated Customer Loyalty Team, who will endeavour to resolve your issue(s) within a reasonable timescale.

What other options do I have?

We understand that your time is valuable and that discussing your issues over the phone may not always be appropriate. In this instance you may e-mail either our Helpdesk or your dedicated Account Manager at customersupport@outsourcery.co.uk (Your Account Manager will have provided their e-mail address). You will receive a prompt response acknowledging your e-mail and providing a timescale within which to expect a resolution.

If at any stage you are dissatisfied with any aspect of the way your complaint is dealt with then the matter can be escalated within the company as detailed above. Should your issue be of a serious or sensitive nature or if you wish to receive a more formal response from Outsourcery then please feel free to detail your concerns in writing to –

*Customer Loyalty Manager
Outsourcery Group Limited
1 The Avenue
Spinningfields
Manchester
M3 3AP*

We will need to know in any correspondence you send:

- Your name and address
- Your 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 Outsourcery could do to put things right. Our service level is to resolve all written complaints within four working days and the majority of letters are responded to within two working days.

What if I am still unhappy with the resolution I have been offered?

Outsourcery 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 will 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.

These "deadlocked" situations can be referred to our arbitration service Outsourcery are a member of Otelo, who are The Office of the Telecommunications Ombudsman, and act as an Alternative Dispute Resolution (ADR). Otelo will be able to consider your complaint if it has reached a deadlock situation or if it has been 8 weeks since you first made your complaint.

Further information can be found at www.otelo.org.uk