

Datatel Solutions Complaints Procedure

We aim to deliver the very best service to all our clients and work hard to ensure we maintain strong relationships. However, mistakes do happen and problems can occur but it's how you deal with them that's important. This document sets out our complaints procedure.

A copy of this document is available on our website: www.datatel-solutions.co.uk

What to do if you are unhappy

If you are unhappy with any service or contract you have with us, please email help@datatel-solutions.co.uk. Our office hours are Monday to Friday between 08.30am and 5.00pm excluding Bank Holidays.

If you tell us you are not happy with the way we dealt with your enquiry or delivered a service, we will do our best to sort things out immediately. If we cannot do this, we will keep you informed about how long we expect to take to sort the matter out for you.

If you are still not satisfied, please ask to speak to a department manager. If you prefer, you can write to us explaining why you are unhappy and we will endeavour to respond within 10 working days.

Our address is:

Datatel Solutions Ltd
Unit 1,
The Pavilions,
Preston, PR2 2YB

We carefully monitor complaints so that we can avoid making the same mistakes again. If something goes wrong, we want you to tell us. Then we can put it right and make sure the same thing doesn't happen to someone else.

Independent dispute resolution



We are a member of the CEDR: This is an independent dispute resolution service approved by the industry regulator for dealing with unresolved complaints from domestic or small business customers. Small businesses in this context are defined as those undertakings for whom up to ten individuals work. If you are an eligible small business and are still unhappy 8 weeks after you have given us the chance to resolve your complaint, you can refer the matter to the CEDR.

We may refer you to the independent dispute resolution service, if we cannot resolve the matter for you. In this case, we would issue a "deadlock letter", which allows the CEDR to look at your complaint earlier than 8 weeks after you have raised it with us.

For the attention of: Director of Dispute Resolution Services

Address: CEDR Services Limited 70,
Fleet Street,
London, EC4Y 1EU,
United Kingdom

Other information

The Office of Communications (Ofcom) is the regulator for the UK telecommunications industry. They make sure communications companies meet their obligations under telecoms and competition laws and regulations.

Their contact details are:

Post: Office of Communications
Riverside House
2A Southwark Bridge Road
London SE1 9HA
Phone: 0300 123 3333 or 020 7981 3040
Textphone: 020 7981 3043
Fax: 020 7981 3333
Website: www.ofcom.org.uk