



Complaints Procedure

1. Summary

- 1.1. simplicIT welcomes all feedback including complaints, as this will help us to improve our services and provide what customers want.
- 1.2. Complaints are received in writing or verbally.
- 1.3. Complaints are logged on the helpdesk.
- 1.4. Complaints will be referred through to the relevant simplicIT manager.

2. Definition of a Complaint

- 2.1. For the purposes of the simplicIT Complaints Procedure, a complaint is defined as "any expression of dissatisfaction by a customer of service provided or in relation to a service previously requested".
- 2.2. The customer does not have to request that the complaint is formally recorded, or use the word "complaint".

3. Procedure

- 3.1. To make a complaint speak to one of the simplicIT team, log an online helpdesk call or email the helpdesk. All contact details are published on the website.
- 3.2. The complainant will receive an acknowledgement of receipt of their complaint from a simplicIT investigator within five working days.
- 3.3. The complainant will have a reply to the progress of their complaint within fifteen working days.
- 3.4. The goal is to handle the complaint to resolution in the shortest time possible.

4. Escalation

- 4.1. If you are not satisfied with the outcome of your complaint you may escalate it by contacting the Traded Service manager via the published service contact.
- 4.2. If you are still not satisfied, your complaint can be escalated to the Wirral Council IT Services CIO for action and response.
- 4.3. Customers can make a formal complaint about the services in relation to the internet services function as a registrar to Nominet (the .uk registry) here:
<http://www.nominet.uk/resources/complaints>