

## Complaints Procedure

### Making a complaint – the first steps

We do not want unhappy customers. It's important that businesses providing professional services hear any concerns consumers may have – and put things right when needed.

This is why the business you think is responsible for a problem should have the chance to look into any complaint – *before* the ombudsman steps in and decides who is right or wrong.

But if you don't know who to complain to at the business, or you're unsure about anything, get in touch with me.

call me on my personal mobile phone on **0780 123 9166** – I will be happy to phone you back, if you're worried about the cost of calling us; *or*

- email [info@infotech-training.com](mailto:info@infotech-training.com)
- **"what's the best way of making sure my complaint is taken seriously?"**

It's frustrating when things go wrong in life – whether its deliveries that aren't made on time, the repairman not turning up, or a direct-debit payment going wrong.

Consumer research shows that following these steps can help get problems sorted out more quickly:

- Try first to contact the person you originally dealt with. If they can't help, say you want to take matters further. Ask for details of the official complaints procedure and find out who will be handling your complaint.
- It can be best to put your complaint in writing. If this isn't something you feel comfortable doing, you could ask a friend, carer, family member or an organisation like Citizens Advice to help you. Or you can make your complaint by phone – but make sure you ask for the name of the person you speak to and their job title. Keep a note of this, with the date and time of your call – and what was said. You may need to refer to this later.
- Try to stay calm and polite, however angry or upset you are. This will help you to explain your complaint as clearly and effectively as possible.
- If you are putting things in writing, write "*complaint*" at the top of your letter. And make sure you include important details like your customer number or your policy or account number.
- Keep things brief and to the point. Set out the facts clearly and in a logical order. Say why you're not happy and what you want the business to do about it. This will make it easier for them to look into the problem and sort things out.
- Send copies of any relevant paperwork that you believe backs up your case. Keep a copy of any letters between you and the business. You may need to refer to them later.

- Don't always expect immediate results – some complaints may take time to investigate properly and resolve.

Complaints about non-compliance with the Freedom of Information Act 2000 or the Data Protection Act:

To the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Telephone 01625 535 745 or email [data@dataprotection.gov.uk](mailto:data@dataprotection.gov.uk)

More information at [www.dataprotection.gov.uk/index.htm](http://www.dataprotection.gov.uk/index.htm)

It is a matter for the Commissioner as to whether he will investigate your complaint.

Infotech Support Limited Data Protection Registration Number: Z1854639