



PCS135 – Issue 1

Classification – Public

PCSG – Formal Complaints Policy

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Introduction

At Pure Cloud Solutions we are committed to providing our customers with an excellent level of service. However, we recognise that we sometimes get it wrong, and when we do, we want you to tell us. Then we can put things right as quickly and smoothly as possible. We have developed a Complaints Procedure which explains who you should contact and what to do if you have a complaint. The Complaints Procedure is described below.

Contacting us

If you would like to make a complaint about our service, please call our Customer Services line on 0333 150 6780. These lines are open from 9am to 5pm Monday to Friday.

If you would prefer to raise your complaint via email, please send to: support@purecloudsolutions.com

If you would prefer to write to us instead, please address your letter to:

Pure Cloud Solutions Ltd, 6 The Pavilions, Amber Close, Tamworth, Staffordshire, B77 4RP.

How we will deal with your complaint

When you contact us, we will normally ask you to give us the following information in order to deal with your complaint as efficiently as possible:

- Company name and account number
- Name, contact phone number and postal address
- Nature of the complaint (including any relevant details)

You can give this information to us over the phone or in writing. When we have registered your complaint, we will give it an identification number that you may refer to in any further contact with us regarding your complaint. We will make every effort to resolve your complaint when you first contact us. However, this is not always possible and we may have to investigate your complaint further.

Whatever your complaint we will give you an initial response no longer than 5 working days from when you notified us. If you are not happy about the way in which your complaint has been handled, you can call us on 0333 150 6780 and ask to speak to the Customer Service Manager.

If after having contacted the Customer Service Manager you are still not satisfied about the way we have dealt with your complaint, you should ask for your complaint to be reviewed by the CEO. We aim to resolve all complaints within 20 working days from when you notify us but more complex cases may take longer.

Taking further action

If we have not been able to resolve your complaint to your satisfaction within 40 working days from when you notified us, we will send you a letter confirming this. This letter is normally referred to as a "deadlock letter" and confirms that there is nothing more we can do with respect to your complaint. When you have received the deadlock letter from us, you may wish to refer the complaint to one of the following two organisations. The Ombudsman is appropriate if you are a small business, while Ofcom should be contacted if you are larger.

Office of Communications

The Office of Communications (Ofcom) is the body set up by the Government to monitor and regulate telecommunications within the UK. Ofcom aims to provide the best possible deal for customers in terms of quality, choice and value for money. You will find the contact details for Ofcom below:

Office of Communications (Ofcom)

Riverside House,
2a Southwark Bridge Road London
SE1 9HA

Phone: 0300 123 3333

E-mail: contact@ofcom.org.uk

Website: www.ofcom.gov.uk

Useful addresses and phone numbers

Communications Ombudsman

P.O. Box 730
Warrington WA4 6WU

Phone: 0330 440 1614

E-mail: enquiry@commsombudsman.org

Website: www.commsombudsman.org



Phone-paid Services Authority

c/o Ofcom Riverside House
2a Southwark Bridge Road London
SE1 9HA

Phone: 0207 940 7474

E-mail: enquiries@psauthority.org.uk

Website: www.psauthority.org.uk