



# Formal Complaints Procedure

**08/08/2018**

**Version 1.1**

# 1 Formal Complaints Procedure

If you wish to make a formal complaint towards Air IT please be aware of the below process you can follow to ensure your complaint is acknowledged, investigated and resolved as quickly and fairly as possible.

We aim to resolve all complaints raised within three working day.

## 1.1 Oral Complaints

- ✓ If you wish to make a formal complaint orally you should do so by contacting either your Account Manager or the Service Delivery Manager.
- ✓ In the event of being unable to reach these persons via phone you can follow the written complaint procedure.
- ✓ If, however contact is made the complaint owner (whomever the complaint is reported to) will log a complaint ticket and issue you with the complaint reference number.
- ✓ Once the investigation is complete the complaint owner will contact you to explain findings, resolution and next steps to allow for prevention.
- ✓ If your formal complaint is upheld and is having/has had a significant impact on your business, you will be offered a face to face meeting to discuss the outcome and resolution.
- ✓ If you are still not happy with the resolution issued by the complaint owner, you can escalate your case to the Managing Director.

## 1.2 Written Complaints

- ✓ If you wish to make a formal complaint in writing you can do so by emailing your Account Manager or Service Delivery Manager.
- ✓ Once you have emailed this mailbox a complaints ticket will automatically be logged, and you will automatically receive a ticket reference number.
- ✓ Once the investigation is complete the complaint owner will contact you to explain findings, resolution and next steps to allow for prevention.
- ✓ If your formal complaint is upheld and is having/has had a significant impact on your business, you will be offered a face to face meeting to discuss the outcome and resolution.
- ✓ If you are still not happy with the resolution issued by the complaint owner, you can escalate your case to the Managing Director.

## 1.3 Contacts

Please call Air IT on 0115 880 0044 and then request to speak with your Account Manager, the Service Desk Manager or Service Delivery Manager.