



Complaints Policy

External

Version 1.3

Version Control

Version	Date	Author	Comments
1.0			First draft
1.1	June 2021	Wendy Savill	Updated
1.2	February 2022	Wendy Savill	Change of personnel responsibility
1.3	July 2022	Wendy Savill	Additional client satisfaction process table

Complaints Policy

Welcomm are here to help you

At Welcomm, we make every effort to ensure that our customers are happy with the service and products they receive from us. However, despite our best efforts, things can occasionally go wrong. This policy will explain how we will help you when that happens. We value the opportunity to adapt our ways of working and are committed to continuous improvement in all services we provide. You can be assured that with any issue raised with us, you will be treated with respect and courtesy throughout the whole process.

What To Expect

We aim to provide exceptional service across all of our products and services. Should you wish to raise an issue or complaint, please contact our Customer Care team who are best placed to be able to deal with this in the first instance. All issues or complaints will be responded to sensitively and in a timely manner. See contact details below:

Customer Care Team

Email: CustomerCare@welcomm.co.uk

Telephone: 0800 064 64 64

Write to: Customer Care, 24 The Point, Market Harborough, Leicestershire, LE16 7QU

Our office hours are 8:30am to 5:30pm Monday to Friday excluding Bank Holidays.

Our Client Satisfaction Process

Satisfaction Level	Description
Client Satisfaction Process - Level 1	Please advise our Customer Care team of your concern and they will take steps to resolve the matter as soon as possible, either by telephone, email or in writing. If they are unable to resolve the matter within 5 working days, they will escalate the concern to their manager.
Client Satisfaction Process - Level 2	On escalation of a concern, the Head of Sales will strive to investigate the concern immediately and respond within 5 working days. The Head of Sales will work with you to review your concerns and resolve the issue. In the event that the matter cannot be resolved to your satisfaction, the requirement will be communicated to a Director for review.
Client Satisfaction Process - Level 3	A Director will review your concern, explore and identify options to resolve it, and will write to you explaining our response within 10 working days.

We will endeavour to work within these timescales; every stage of the complaint and response given will be file logged through to resolution.

If still not resolved

If you are not happy with our response to your complaint or if it takes more than 8 weeks to resolve it, you may wish to contact the Ombudsman for an alternative dispute resolution. This is a free and impartial service, and they can be contacted by phone on 0330 4401614 or email at enquiry@ombudsman-services.org

If you wish to contact them in writing, please send to:
 Ombudsman Services: Communications
 P O Box 730
 Warrington
 WA4 6WU

Phones lines are open Monday to Friday 8am to 8pm and Saturday 9am to 1pm excluding Bank Holidays.