

Complaints Procedure

At Cleartech we always work hard to ensure all our customers receive exceptional service and care, so they can make the most of their telephone system. We hope you will never have a reason to complain about us. However, we understand that despite our best efforts, errors can occur, and issues may arise. If this is the case, we would like to hear from you and have the chance to resolve the matter with you. Please see below for the ways in which you can get in touch with us.

Step 1: Let us know your concerns

You can let us know of your concerns by:

Email:

complaints@cleartechcomms.co.uk

Post:

Customer Services
Cleartech Communications Ltd
Chesham House
St Georges Square
Bolton
Lancashire
BL1 2HB

To help us investigate your concerns as efficiently as possible, please outline the issues you have experienced in your email or letter.

Telephone 01204 358045

You will speak to one of our Customer Services team members who will go through our Complaints Procedure Form over the phone with you.

Step 2: Investigation and Response

Following your contact either via phone, email or post, we aim to provide a receipt response within 1 working day, acknowledging your case, providing a reference and a time frame to resolve your complaint.

We will make every effort to respond as quickly as possible, but depending on the complexity of the complaint and the resource required, this can take up to 14 working days.

Step 3: Outcome

We hope that our response satisfies your complaint fully and we can reach a resolution.

If for any reason, this is not the case, your complaint will be escalated internally whereby a further response will be provided.

At this point, if you are still not satisfied with the outcome, you can request an Alternative Dispute Resolution (ADR) letter, whereby you can approach the Ombudsman: Communications of which we are a member, for an independent review.

Equally, if 8 weeks have passed since logging your complaint and there is yet to be a satisfactory resolve, an ADR letter will be issued by Cleartech enabling you to log a case with the Ombudsman.

The Ombudsman: Communications offers an independent, alternative dispute resolution service which is free for you to use.

- Cleartech will issue an ADR letter when the following cumulative criteria are met:
- Cleartech has provided a response to our investigation into your complaint;
- You have told Cleartech that you do not believe our response has resolved your complaint to your satisfaction
- Cleartech have provided a final response and do not intend to take further steps

It's important to note that in accordance with the Financial Conduct Authority's Dispute Resolution Complaints Forwarding rules 1.7, complaints made to the funder of the Lease Agreement but which refer to the equipment or selling of the equipment will be referred to the supplier so that it may be dealt with in accordance with their internal complaint handling procedures.

If you do wish to raise a complaint with regards to the equipment or any aspect surrounding the sales process, please refer to Cleartech's complaints procedure.

Ombudsman Contact Details

Please see details below for the Ombudsman

<https://www.ombudsman-services.org/>



Telephone: 0330 440 1614

Post:

Ombudsman Services: Communications,
3300 Daresbury Park
Daresbury
Warrington
WA4 4HA

Email: enquiry@ombudsman-services.org