

- Maintenance Contracts
- Hardware & Software Supply
- Remote Monitoring & Support
- Off-Site Backup & Integrity Services
- Network Design & On-Site Consultation

Complaints Procedure

If you feel that you have received an unsatisfactory service from any of our employees or contractors, or you feel that you have received a product which is substandard to your requirements, you reserve the right to make a complaint to our company directors for investigation.

Who can make a complaint?

You can only make a complaint on the condition that:

- You have received a service from Technocure Ltd
- You have received a product from Technocure Ltd
- You have been refused a service which Technocure Ltd thinks that you may need

How do I make a complaint?

To start a complaint, please ensure you have the relevant information regarding the service that you received and what actions were taken which have led up to you making the complaint. This will allow the director investigating your complaint to narrow down what actions caused you or your company distress.

To start a complaint please either write or email to the following addresses:

By Post

Technocure Complaints Officer
Technocure Ltd
Mercer House,
Mercer Park,
Charles Street,
Clayton Le Moors,
BB5 5PS

By Email

complaints@technocure.co.uk

Please note: A complaint must be made in writing and cannot be started over the phone.

Many complaints can be resolved informally. In the first instance contact the Technocure Complaints Officer and, if you feel able, speak to the member of staff who is working with you.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

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I'm not satisfied with the initial response

If you are not satisfied with the first response, you can then proceed to raise a formal complaint by post or by email. You will receive an acknowledgement of your complaint within 5 working days of your complaint being received.

The person dealing with your complaint may use the contact information provided by you to clarify all points mentioned within the complaint letter to ensure that there has been no mis-understanding about any aspects of your complaint.

In certain cases, it may also be necessary for the director to request an interview with yourself.

Once your complaint has been acknowledged, you will receive a response within 28 working days of the complaint being acknowledged. Extensions to this period may be requested but can only be authorised by the person making the complaint.

Does this always happen?

In all cases, a complaint will be given a full and fair consideration.

However, if as a result of your complaint, disciplinary actions are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place but due to the nature of the matter, we will be unable to disclose what actions have been taken. In this instance, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes

Can you take your complaint elsewhere?

Yes, complaints can be raised to external parties for additional investigations, but these parties must be an official organisation working to resolve complaints on behalf of businesses, for example, Trading Standards or the Ombudsman Service.

If you feel that your complaint has not been handled in a way that you feel is acceptable, we can provide you with contact information for you to escalate your complaint further.