

Web of Knowledge Limited t/a FutureServers

Complaints Procedure

- 1) When a complaint is first received by letter or email, it will be acknowledged by the end of the next working day, the details of the complaint will be reiterated and the customer reassured that the matter is being looked into. If received by telephone, similar reassurances will be given and the call logged as an internal email.
- 2) If the matter is minor, it will be dealt with by the web analyst/designer. However, if the matter is deemed more important, out of the scope of the designer or it remains unresolved two working days after it was first received, it will be escalated to a Director of the company.
- 3) Major and severe complaints/issues will be recorded in the Complaints log and progress monitored by a Director.
- 4) The customer will receive contact from staff at the company as appropriate:

Severity Rating – for technical issues:

Severity Rating	Who deals	Customer contact*
Minor	Member of staff can deal for first two working days then escalate to Manager or Director	Within one working day and then every two working days until resolved
Major	Member of staff can deal for first working day (Manager aware), if unresolved, escalated to Director.	Within four working hours and then every working day until resolved
Severe	Escalated to Director immediately.	Within two working hours – then every working day until resolved.

If a technical issue affects multiple customers, information will be posted on the “Network Status” page of the FutureServers website (when possible) and/or a custom voicemail announcement will be recorded to advise of the issue. In cases of severe technical issues affecting multiple customers, we will endeavor to advise all customers affected (by email) once the problem has been resolved.

Administrative/billing complaints will be dealt with in a similar way:

- 1) When a complaint is first received by letter or email, it will be acknowledged by the next working day, the details of the complaint will be reiterated and the customer reassured that the matter is being looked into. If received by telephone, similar reassurances will be given and the call logged as an internal email.
- 2) A Director of the company will handle the complaint from the start, with the customer receiving weekly contact to reassure the matter is being dealt with.
- 3) If it is not possible to resolve a customer complaint within one month of receipt, the customer will be given a written explanation of the response and views of the business, and given the option to be referred to the Regulatory Services Advice Service to assist in reaching a solution.
- 4) If a satisfactory conclusion still cannot be reached, the agreement of the customer and the business will be sought for the use of a mutually agreed arbitration scheme e.g. trade association or other arbitration schemes or the Small Claims court service. The business will accept the result of the arbitration.