

Complaints Code of Practice

Our mission is to provide an outstanding ongoing service to each customer. As such, we hope that this document is only used to assure you that our team is here to help with **any** concerns.



support@skaboona.com

sales@skaboona.com

billing@skaboona.com



0333 358 3444

In case you feel it necessary however, this document explains how you can make a complaint and how we will work with you to put things right.

For our current opening hours see www.skaboona.com/#support

If you're unhappy

Skaboona Solutions is a managed service provider, offering IT, Connectivity, and Communications services to businesses in the UK.

If you are unhappy with the services we provide, or something we have done, please get in touch immediately so our team can find a resolution.

If we are unable to resolve a problem to your satisfaction you may log a formal complaint via email, phone call, or in writing using the details below. Please reference any related communications and let us know that you wish to make a complaint.

Call: 0333 358 3444

Email: support@skaboona.com

Write: Skaboona Solutions Ltd, The Old Brewery 50 Stratford Road Shipston-on-Stour CV36 4BA

We'll need a few things from you:

- **Your personal name**
- **Your company name**
- **Your contact details**
- **Your account number** (if held)
- **A description of the issue** (with as much detail as possible)



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How we'll handle your complaint

Our handling process:

Step 1

We will provide formal acknowledgement of your complaint in writing within 3 working days. At this time, we may request additional information and open a support incident if none related are found.

Step 2

We will investigate your complaint keeping you up to date with any developments. We will try to find a solution as soon as possible, though may need some time to work through more complex cases.

Step 3

We will tell you how we propose to resolve your complaint within a further 10 business days. Any compensation offered will be in line with our Terms & Conditions.

Escalation

You can escalate at any point. If you feel that your complaint has not been handled well, or don't agree with our proposed solution, you may escalate directly to a company director who will review the case and be make contact within 3 working days.

To do this, please make it a clear request for escalation via your preferred communication method (see previous page).

We aim to resolve any complaints as soon as reasonably possible.

You can expect to hear from us:

- With formal acknowledgement of your complaint within 3 working days once reported.
- Whenever an update is available throughout the investigation.
- With a proposed solution within 13 total working days once reported.



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Complaint closure or alternative resolution

We may close your complaint if:

- We believe that we have resolved your complaint and notified you but have not heard back within 28 days.
- If we query the legitimacy of your complaint and have not heard back from you within 28 days.
- If your complaint is non genuine or vexatious in nature.

If you have exhausted our complaints process and remain unhappy...

An independent alternative dispute resolution scheme is provided free of charge by the Communications Ombudsman. They can help residential and small business customers with no more than 10 employees.

The Communications Ombudsman will help you if:

- you have followed our complaints code in full and your complaint has been ongoing for 8 weeks with no resolution agreed.

Or

- We have told you in writing that we cannot take your complaint any further.

The Communications Ombudsman can be found at:

www.commsombudsman.org

Communications Ombudsman

P.O. Box 730

Warrington WA4 6WU

Phone: 0330 440 1614

Email: enquiry@commsombudsman.org

We follow the Ofcom Approved Complaints Code (OACC) when dealing with complaints from our customers. You can find the OACC at www.ofcom.org.uk/phones-and-broadband/coverage-and-speeds/codes-of-practice. All complaints made to Skaboona Solutions must follow the steps described in this document or may be guided back to the start of the process.

