

## CUSTOMER COMPLAINTS CODE

Our commitment to customers

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service.

### How to make a complaint

If you wish to make a complaint you can do so to our Complaints Officer in any of the following ways listed below:

By email: [complaints@incomtele.com](mailto:complaints@incomtele.com)

In Writing marked For The Attention of The Complaints Officer at  
Incom Business Systems Limited  
Clarendon House  
Clarendon Road  
Manchester  
M30 9AP.

Your complaint will be logged and a reference number will be issued. Thereafter your complaint will be fully investigated and a response issued.

Response times

We will acknowledge receipt of your complaint within 2 working days

We will issue a full response within 10 working days

If there is a delay in responding we will keep you informed of our progress.

If you are unhappy with the response you can contact one of the Managing Directors

David Hughes or Jason Kilvert  
Incom Business Systems Limited  
Clarendon House  
Clarendon Road  
Manchester  
M30 9AP

If you remain unhappy with our response then the complaint can be progressed through our Alternate Dispute Resolution Scheme.

The Arbitrator will not normally investigate a complaint unless the internal complaints procedure has been fully exhausted.