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# Complaints Code of Practice



# Contents

<b>1. INTRODUCTION.....</b>	<b>3</b>
<b>2. HOW TO RAISE A COMPLAINT?.....</b>	<b>3</b>
<b>3. HOW WILL WE INVESTIGATE AND RESOLVE YOUR COMPLAINT?.....</b>	<b>3</b>
3.1 When will we close your complaint?.....	4
3.2 What if you are still unhappy? .....	4
<b>4. HOW CAN I REQUEST A COPY OF THE CUSTOMER COMPLAINTS CODE OF PRACTICE?.....</b>	<b>4</b>

## 1. Introduction

At VCG, we are passionate about our products and services, and we want you to experience the very best of both. We do know there are times when things don't quite go right, and we want you to tell us about it so we can do everything possible to put things right. Our Complaints Code of Practice is here to explain how you can get in touch with us and how we will support you if you need to make a complaint.

## 2. How to raise a complaint?

The fastest way to raise a complaint is by calling our **Customer Support Team on (0161 406 1830)** between **8 am - 7 pm Monday to Friday** and between **9 am - 5 pm on Saturdays**.

Alternatively, you can contact us by the following means:

**EMAIL:** [complaints@vcg.group](mailto:complaints@vcg.group)

**SENDING A LETTER TO:**

VCG Technology Services Limited

Signal Point

Bredbury Park Way

Bredbury

SK6 2SN

**NOTE: When contacting us, please ensure that you provide the following information.**

- Your name
- Account number
- Full address
- Full description of the problem

## 3. How will we investigate and resolve your complaint?

If you contact us by phone, we will attempt to resolve the complaint whilst speaking to you. If this is not possible, we will gather all the details and provide you with approximate time frames to resolve your complaint.

If you write to us by letter or email, we will acknowledge receipt of your complaint within 24 hours of receiving the complaint request. Following the acknowledgement of your complaint, a member of our team will contact you within 48 hours to discuss the issues raised and begin an investigation.

Once we have assigned your complaint to a member of our team, we will review your account and work with other areas of the business to investigate the issues raised.

We will attempt to resolve your complaint within 7 working days of acknowledging your complaint. If this is not possible, we will continue to update you on progress.

### 3.1 When will we close your complaint?

We will close your complaint if:

- You advise that you are satisfied with the resolution offered.
- We have been unable to contact you but we have grounds to believe that we have met the required resolution you requested.
- We have not received a response from you in 28 calendar days.

### 3.2 What if you are still unhappy?

We will do everything we can to provide you with a successful outcome to your complaint. If you are unhappy with the resolution offered, you have the right to escalate your case to a member of our management team. They will review your case and endeavour to provide you with a solution that you are satisfied with.

You can also request at any point to escalate your complaint if you are left dissatisfied with the handling of your case.

If you wish to escalate your complaint, please allow 72 hours before you are contacted by a member of our management team.

## 4. How can I request a copy of the Customer Complaints Code of Practice?

You can request a paper copy of this code or in an alternative format such as braille or large print by calling us on **(0161 406 1830)** between **8 am - 7 pm Monday to Friday** and between **9 am - 5 pm on Saturdays**.

Alternatively, you can send us an email at **complaints@vcg.group** or write to us at:

**VCG Technology Services Limited**

**Signal Point**

**Bredbury Park Way**

**Bredbury**

**SK6 2SN**