

## The AdaptiveComms Complaints Process

Complaints will be received from time to time and AdaptiveComms will deal with your complaint in a fair and constructive manner as part of our professional Complaint handling process. This will provide feedback and create an opportunity to learn and therefore assist our aim for better standards of service to you, our clients. We regret that you feel that you have had to complain and will ensure that we are as helpful and friendly as possible during the complaints process.

Complaints should be sent by letter or email to:

11B Hoghton Street, Southport. PR9 0NS or by email to: [katiemurray@adaptivecomms.co.uk](mailto:katiemurray@adaptivecomms.co.uk), who will acknowledge receipt and provide the contact details of the person responsible for resolving your complaint. We will endeavour to resolve your complaint as soon as possible; however, we may need to carry out investigations which may take longer. We will aim to resolve your complaint within 10 days, but should this take longer we will send you an update within this timescale.

Where the complaint, in whole or in part, concerns the contract between you and your Supplier, AdaptiveComms will advise the Supplier of your complaint within 24 hours. An acknowledgement of this action will be sent to you.

We will record your complaint and all communication associated with it; we will also track the time your complaint has been opened. The complaints handling process covers all communications mediums with our customers, including email, phone, and any correspondence sent to and from our address 11B Hoghton Street, Southport. PR9 0NS.

We may seek to resolve your complaint by making apology to you, making a gesture of goodwill or by giving compensation.

If you are still not satisfied with the response you receive, you can contact the MD of AdaptiveComms by calling 01704540547, or write to us at Complaints, 11B Hoghton Street, Southport. PR9 0NS

**If after 8 weeks you are still not satisfied with the outcome of your complaint, you can raise your complaint to Ombudsman Services. Ombudsman Services is available for when a complaint has been unresolved for more than 8 weeks or has reached deadlock. They can be contacted by calling 0330 440 1624 or by emailing [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org). You can also write to them at Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF.**

**This is a free service, and you will not be charged for using this service. Ombudsman Services are completely impartial.**

**AdaptiveComms is responsible for making sure all their representatives are fully trained on their complaints and escalation procedures.**

[www.adaptivecomms.co.uk](http://www.adaptivecomms.co.uk)

Tel: 01704 540547 Email: [service@adaptivecomms.co.uk](mailto:service@adaptivecomms.co.uk)

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