



## Complaints Handling Policy

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If after following the normal routes for issue resolution you are still unhappy then a complaint should be raised. This will be handled by a member of the senior management team with the aim of reaching a mutually satisfactory outcome.

**To raise a complaint please send an email to [complaints@4sightcomms.com](mailto:complaints@4sightcomms.com) with your preferred contact details, a synopsis of your problem, all relevant detail and a member of the management team will contact you directly.**

Complaints will be dealt with by an impartial member of the 4Sight senior management team, who will work with the you to understand how the issue has reached this position and to impartially work the issue through to satisfactory conclusion.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is may not always be possible. However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to the Managing Director.