

COMPLAINTS PROCEDURE

Very PC is proud of its exemplary service levels and in the unlikely event of a client encountering a problem; we would like to know about it so that we can deal with the issue.

The following complaints procedure sets out what to do if you are dissatisfied with any aspect of our business. This will enable us to deal with the problem and prevent any future reoccurrence.

Step 1 – Initial Notification, Incident Recording & Early Resolution

If you are not happy with any aspect of the service you have received, please contact your account manager or the person you were dealing with as they may be better placed to take ownership and provide you with a quick resolution to your problem.

Step 2 – Escalation & Investigation

If the person you have dealt with in the past is unable to help or you feel uncomfortable talking to them then ask for the manager of the department in question. This may even be a director of the company.

At this stage of the process it is likely that you may be asked to provide your complaint in writing to formalize the process. This can be done either by e-mailing the relevant person (please put “complaint” in the subject of your message) or by writing to Very PC using the contact address at the bottom of this statement. Please include your full contact details, a written description of the complaint you wish to make, why you deem any proceedings taken so far unsatisfactory, what you would like us to do to resolve the issue and any other information you think may be relevant.

We will acknowledge your written complaint within 5 working days and attempt to resolve the notified issue(s) within 20 working days. Any delays encountered will be notified and an estimate given of how long the process may be extended.

Step 3 – High Level Escalation & Resolution

If the above steps fail to solve the problem then the problem will be escalated to either the Managing or Financial Director who will conduct a thorough investigation of the complaint.

This Process will take into account all aspects from initial complaint through to the current status, reviewing any case notes, e-mails or other documentation and consulting or interviewing any others necessary to gain a clear impression of exactly what has occurred.

We will acknowledge the escalation of the complaint within 5 working days and attempt to reach a resolution within 30 working days. Where this is not possible we will inform you of any delays and give an estimate of how long we expect the process to take.

If you are still not satisfied then we will record the fact but will not become involved in any further extended correspondence on the matter. If you wish to take the complaint any further then we would advise that you contact a solicitor for advice.

(Please note that all contact details relative to steps 1 through 3 above will be recorded to ensure Very PC's ability to maintain a quality rich service.)

Contact Details

Complaints
Very PC Ltd
Unit 5 Parkwood RD Business Park
75 Parkwood RD
Sheffield
S3 8AL

