



## **Complaints Procedure**

### **Code of Practice**

#### **1. PURPOSE**

Computer Rescue Ltd T/A Munio endeavours to ensure that every customer receives the highest possible levels of service. Sometimes, despite our best efforts, things can go wrong. We take every customer complaint seriously and will always try to resolve them quickly and effectively.

Our complaints policy & procedures aims to:

- Be easy to obtain, clearly publicised and simple to understand and use.
- Encourage customers to initially raise concerns using our operational escalation route.
- Resolve formal complaints as quickly as possible and within clear time-limits for action.
- Keep our customers informed of progress.
- Ensure a full and fair investigation.
- Address all the points at issue and provide a clear response.
- Respect confidentiality and data protection obligations.
- Provide feedback to the Senior Management Team so that services can be improved.

#### **2. ROLES AND RESPONSIBILITIES**

- This policy applies to all customers of Computer Rescue Ltd T/A Munio.
- This policy has been approved by the managing director.
- The responsibility for the on-going review of this policy rests with the Compliance Manager.

#### **3. AVAILABILITY OF THE POLICY**

This policy and procedure are available via the Munio website and in writing upon request.

#### **4. RAISING CONCERNS**

If you have concerns about any part of Munio IT's service, we ask that you initially raise them with the relevant operational escalation contact detailed within your contract or as shown below: Area of delivery Initially raise your concern with: If you wish to further escalate the issue it should be raised with:

Service Desk

- The Service Desk Team

Leader/Manager.

- Your Account Manager.
- The IT Manager

Projects The Infrastructure Engineer assigned to the project.

- Your Account Manager.
- The IT Manager



Provisioning, Procurement & Order Delivery

- Your Account Manager.
- Customer Service & Finance

Personnel Issues & Safeguarding.

- CEO.
- Customer Service & Finance

## **ABUSE CONTACT**

Domain Complaints 48 Hour Response

Report abuse to [abuse@munio-it.co.uk](mailto:abuse@munio-it.co.uk)

## **COMPLAINTS POLICY**

Document Control

Reference: COMP POL

Issue Date: 18<sup>th</sup> August 2023

Computer Rescue Ltd T/A Munio. CLASSIFICATION: PUBLIC

## **5. COMPLAINTS PROCEDURE**

If you wish to make a formal complaint about any part of Munio IT's service, please contact the Customer Services Team by email [customer.services@munio-it.co.uk](mailto:customer.services@munio-it.co.uk)

You may also send your complaint in writing to:

Customer Services Team

Computer Rescue Ltd T/A Munio

Saphir House

5 Jubilee Way

Faversham ME13 8GD

### **5.1. Handling your Complaint**

Where we receive a formal complaint, we will:

- Provide you with a named point of contact.
- Check the nature and content of your complaint to consider whether it is of a serious nature and requires immediate escalation to the Senior Management Team.
- Check the information you have provided for completeness to ensure all details that will assist the investigation have been supplied, such as names, dates and times of events, copies of relevant evidence and a clear statement of the actions that you would like Sota to take to resolve the issue.



We will then proceed to:

- Investigate your complaint, and involve any appropriate internal employees as required.
- Keep a written record of the meetings, interviews and telephone conversations held in relation to the complaint.
- Provide a formal written response within 10 working days of the complaint being accepted for review, which shall include the conclusions we have reached, the reasons for any decisions, and details of the proposed resolutions and recommendations we are intending to make.
- Ensure all such records are subject to the Freedom of Information Act and the General Data Protection Regulation.

## 5.2. Appealing the Outcome

If following our response, you remain dissatisfied, you may request that the outcome is reviewed by a member of the Senior Management Team.

- You must request this in writing and within 10 working days of the decision.
- You should provide clear reasons as to why you believe that the complaint has not been satisfactorily resolved.

The Senior Management Team will:

- Review the nature of the original complaint and any evidence collated as well as any other relevant or related matters that may have subsequently arisen.
- Keep a written record of the meetings, interviews and telephone conversations held in relation to the complaint.
- Provide a formal written response within 10 working days of the complaint being escalated, which shall include the outcome of the appeal.
- Ensure all such records are subject to the Freedom of Information Act and the General Data Protection Regulation.

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## **6. DISPUTES**

We acknowledge that subsequent to our complaints procedure you may remain dissatisfied with the outcome and wish to take further action.

Before raising a dispute, you must allow us adequate time to put in place the proposed resolutions and recommendations we advised we would make to resolve your complaint. If you wish to raise a dispute, please address your dispute in writing to:



CEO

Computer Rescue Ltd T/A Munio

Saphir House

5 Jubilee Way

Faversham ME13 8GD

#### 6.1. Dispute Resolution

If you raise a dispute, we will aim to resolve it fairly and transparently.

The Managing Director, or their designate will:

- Contact you to discuss the dispute.
- Consider whether the dispute can be resolved to the satisfaction of all parties.
- Provide a formal written response within 10 working days of the dispute being lodged,

which shall include conclusions we have reached, the reasons for any decisions, and details of the proposed resolutions and recommendations we are intending to make. If we cannot reach agreement the matter may be referred for independent arbitration:

- The third party will be jointly nominated, at the ultimate discretion of Sota.
- The third party must be an independent subject matter expert or arbitrator.
- Any decision reached will be final and binding on both parties.
- The costs of appointing the independent arbitrator will be shared equally by both parties.