

# Envision Communications Group Limited – Complaints Procedure

Envision Communications Group Limited are an independent business, dedicated to providing a great customer service. We understand that at times, things do not go as we would both want them to, and as a result we want to make your right to complain and the process in which it will be handles as transparent as possible.

Any complaints, will be treated as a matter of urgency. If you are not happy with any part of the service we provide, please follow this process to make a formal complaint.

## How can your complaint be registered?

Any complaint can be made through any of the following methods;

- By Telephone – 03300 56 22 44
- By e-mail - [help@envision-comms.co.uk](mailto:help@envision-comms.co.uk)
- By post - unit 16-17 Pearl House, Anson Court, Staffordshire Technology park, Stafford, ST18 0GB

Envision Communications Group Limited operate a three-tier approach to handling your complaints.

**Stage 1** – complaints are registered in any of the above options, but in the first instance will be handled by our customer service team, who will use their best endeavours to ensure a satisfactory outcome.

**Stage 2** – If you remain dissatisfied of the outcome of your complaint, then you can request for your complaint to be escalated by contacting us through the above channels and a senior manager will look at the complaint, and how the decision was made.

**Stage 3** – Finally, any unresolved complaints can be requested to be transferred to a director who will assess the full complaint and how the resolution was handled. A Director may or may not (depending on circumstances) contact the customer to understand any information they feel is needed to make a satisfactory assessment of the full situation. In the unlikely event that your complaint should receive stage 3, a written communication will be provided to the customer outlining the investigation and outcome within 30 days of the escalation to stage 3.