

Complaints Policy

At Air Telecom UK Ltd we are committed to providing a high level of care and quality service for all our customers working in an open and accountable way that will build trust, respect and relationships.

One of the ways in which we continue to improve our services is by listening and responding to our customers, in particular by responding positively to complaints, learning from them and putting them right.

Therefore, we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way – with an explanation, or an apology where we have got things wrong, or information and any action taken;
- We learn from complaints, use them to improve our service, and renew annually our complaints policy and procedures;

We recognise that many concerns will be raised formally and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly;
- Keep matters low key;
- Enable mediation between the complainant and a member of our staff that the complaint has been referred;

An informal approach is always appropriate when it can be achieved. However, if concerns cannot be satisfactorily resolved, then our formal complaints procedure should be followed.

Air Telecom UK Ltd defines a complaint as 'any expression of dissatisfaction that will require a formal response. The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Air Telecom UK Ltd.'s responsibility is to:

- Acknowledge the formal complaint in writing and email within 24 hours of receipt;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate;

A complainants' responsibility is to:

- Submit your complaint in writing;
- Raise concerns directly with Air Telecom UK Ltd;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow Air Telecom UK Ltd reasonable time to deal with the matter;

Should you wish to make a formal complaint then please email; commercial@air-telecom.com