



SERVERCENTRE
HOSTING

POLICY DOCUMENT:

Complaints Policy

Server Centre Hosting Limited

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Version 3.0



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1 COMPLAINTS

At Server Centre Hosting Ltd we try our best to keep all customers happy. However, if you have already submitted a support ticket ([see this process](#)) and your complaint has not been resolved to your satisfaction, or have called the support team and your call has not been dealt with to your satisfaction, then please follow the steps below in order to escalate the issue.

2 LEVEL 1 – MANAGEMENT ESCALATION

Please contact the support team on 0115 9699950, and ask to be transferred to the Operations Manager. Please provide all the information pertinent to the situation, so that the case can be analysed. The Operations Manager will review, and provide a course of action towards resolution.

2.1 Level 1 - Response and Resolution

We will respond to your level 1 complaint within 2 working days. If you are not satisfied with the options proposed (and there are no satisfactory options/alternatives), then you can escalate your case to level 2.





3 LEVEL 2 – SENIOR MANAGEMENT ESCALATION

Contact us via the below methods;

A. In writing to the Managing Director, at:

Server Centre Hosting Ltd
E2 Ropewalk Business Park
Station Road
Ilkeston
Derbyshire
DE7 5HX

Or

B. In email to: complaints@servercentre.net

(Please note that you will receive a confirmation email in return, along with a reference)

Please include as much relevant information as possible. This will allow us to progress your complaint quickly.

3.1 Level 2 – Response and Resolution

We will respond to your level 2 complaint, following receipt of your letter or email. Our MD will thoroughly investigate any issues raised, and propose a course of action for resolution. You will receive our response within 5 days of us receiving your email. For written responses, you will receive a response within 14 days.

