

Consumer Complaints Code

Online Systems (Northern) Ltd make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. When they do, we want to know so that we can put them right as soon as possible.

This code of practice explains how to contact us and our procedures for resolving complaints about sales, billing, fault repair or services. The Code forms part of our Code of Practice.

If you have a Complaint

Please telephone your Account Manager on 01228 599898 or email customerservicesols@focusgroup.co.uk. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. If this is impossible, we will agree a course of action with you.

You may also send your complaint in writing to us at: Online Systems, Westmoor House, Westmoor Road, Kingstown Industrial Estate, Carlisle, Cumbria, CA3 0HD.

Or via an e-mail enquiry to customerservicesols@focusgroup.co.uk.

During any discussions we will protect the privacy of the information that we hold on you. We may have to ask questions to confirm that we are speaking to the right person.

Taking your Complaint further

If your complaint is not resolved to your satisfaction after this procedure, you can escalate the complaint to our Managing Director.

If we cannot resolve the problem, then we will write to you to say so. If you remain unhappy and wish to pursue your complaint further by alternative dispute resolution, you may wish to refer to the Ombudsman Services Alternative Dispute Resolution Scheme which can be found at www.ombudsman-services.org/communications.html.

Corporate defamation

Online Systems takes corporate defamation extremely seriously. Any suspected corporate defamation occurrences will be dealt with by our legal team. If you would like further information on this please email customerservicesols@focusgroup.co.uk.