



Lake Technologies Ltd

Customer Complaints Procedure

At Lake Technologies we are committed to providing our customers with an excellent level of service. However we do recognise that sometimes we may get it wrong. If this should happen, we want our customers to tell us so that we can put things right as quickly and smoothly as possible.

In accordance with the guidelines issued by Ofcom (the regulatory body for the telecommunications industry) we have created the following complaints procedure which explains what you should do if you have a complaint about the services we provide to you.

In the first instance:

If you feel unhappy or dissatisfied with our services, or the conduct of any member of our team, and would like to lodge a formal complaint, please call our office on 0151 432 5600. We are available from 9am to 5pm Monday to Friday (excluding Bank Holidays).

If you prefer to email your complaint to us, you can address your email to contracts@lakedirect.com placing the word 'Complaint' within the subject field. It is important not to send a complaint to an individual's email address.

If you wish to write to us regarding your concerns, our postal address is Lake Technologies Ltd, 2 Hattersley Court, Ormskirk, Lancashire L39 2AY

Our process for dealing with a complaint:

When you first contact us with a complaint we will require certain details in order to log the complaint on our support system. In particular we will need:

- Your name and the position you hold within your company
- Your company name
- Your email address
- Your contact telephone number.
- Full details of your complaint, including any dates, times and specific Lake staff-members involved (if known).

This information can be provided to us over the phone or in writing. All telephone calls to (and from) our offices are recorded for training and quality monitoring purposes, so a full record of your call will be available to assist in any consideration or investigation of your complaint.

Once your complaint has been logged a member of our customer services team will do their best to address your concerns and resolve your complaint when you first contact us. If this is not possible, we will investigate your complaint further, or escalate it to a more senior member of our team, as required.

We will provide you with an initial response to your complaint within 7 working days from when you notified us.

If you are not satisfied with our proposed resolution to your complaint, or with the way your complaint has been handled, you can call us on 0151 432 5600 and ask to speak to the Operations Director.

If you still remain unsatisfied about the way we have dealt with your complaint, you should ask for your complaint to be reviewed by the Managing Director.

We aim to resolve all complaints within 25 working days from when you first notify us but some complaint may take longer to fully investigate. If a longer time is required, we will inform you of this, and provide you with an anticipated date by which we will provide a resolution.

Taking further action:

If at any time since you made your complaint with us, you are not satisfied with the progress of your complaint you can ask us to agree an early referral to CISAS. However, we may decline to do so if we believe that we will shortly be able to resolve your complaint, and are taking active steps to do so.

In very rare cases, we may not be able to resolve an issue to your satisfaction. If, we determine that this is the case, we will send you a letter confirming this. This is referred to in the Ofcom guidelines as a 'deadlock letter' and it will explain that we believe that there is nothing further that we can do to resolve your complaint.

If, after 8 weeks from when you first logged your complaint, we have not been able to resolve your complaint, we will send you a letter confirming this. This is referred to in the Ofcom guidelines as an '8 week' letter and it will explain that we have not been able to resolve your complaint within this time-frame.

If you receive a 'deadlock' or an '8 week' letter from us, you may wish to refer the complaint to one of the following two organisations:

Communications and Internet Services Adjudication Scheme (CISAS)

is only appropriate if you are an individual customer or a small business (under 10 employees).

CISAS is an Ofcom-approved Alternative Dispute Resolution scheme which provides independent adjudication for the customers of communications companies when they are unable to resolve complaints directly with the company. The service is free of charge to customers as required by the Communications Act 2003.

Their contact address is CISAS, 70 Fleet Street, London EC4Y 1EU. Telephone number 020 7520 3827. Email info@cisas.org.uk

The Office of Communications (Ofcom)

Ofcom is the body set up by the Government to monitor and regulate telecommunications within the UK. Ofcom aims to provide the best possible deal for customers in terms of quality, choice and value for money.

The contact address is Office of Communications (Ofcom) Riverside House, 2a Southwark Bridge Road London SE1 9HA Phone: 0845 456 3000