

Customer Complaints Procedure

At PSU Technology our service is of the highest importance. We recognise that sometimes our customers are not fully satisfied with our service. For these occasions we have a simple procedure to help customers submit a complaint.

1 How to submit a complaint

You may submit a Customer Complaint to PSU Technology by sending an email to complaint@psu.co.uk. In this email you should describe what your issue is and why you would like to make a complaint. Please include relevant dates.

2 What happens next?

PSU Technology will respond to this email within 1 working day.

- All complaints are dealt with by our customer services team.
- They will be responsible for resolving your complaint and for communicating with you as we work to do this.
- The customer services team are managed by our Business Support Manager and this is the path for any customer complaints that need escalation.

We take customer complaints very seriously and in line with our ISO 9000/2008 processes all complaints are logged and given an issue number for reporting and monitoring purposes, this is to ensure that they are dealt with in a timely manner.

3 If your complaint is unresolved after 8 weeks

If you raise a complaint through our Complaints Procedure and are not happy with its resolution after 8 weeks, then you may contact Ombudsman Services: Communications, which provides free, independent redress.

You can find details of how to contact the Ombudsman Services via our website:

<http://www.psu.co.uk/About/Ombudsman-Services.aspx>