

## Planet IT Customer Complaints Policy

### Policy Statement

Whilst Planet IT is dedicated to providing excellent customer service and maintaining a healthy customer relationship from all directors and employees, there are times where we acknowledge the service provided to our customers does not always meet the expectation of our customers. When our customers are dissatisfied and wish to complain we have a Customer Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

This policy has been designed to provide guidance to our customers on the manner in which Planet IT receives and manages your complaint. Planet IT is committed to being responsive to the needs and concerns of our customers and to resolving your complaint promptly, being consistent, fair and impartial when handling your complaint.

### Purpose

The purpose of this policy is to acknowledge to our customers that there are times when there is not a specific issue that needs resolving immediately, however you wish to raise a complaint following perhaps an issue that has been dealt with. It also ensures that:

- You are aware of the complaint lodgement and handling process
- Your complaint is investigated impartially with a balanced view of all information or evidence

### Our Responsibilities

- To provide an efficient, fair and structured process for handling complaints
- To provide our customers with access to the complaints handling process
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution
- To review our complaints so that we can improve our standards and service to our customers

### Confidentiality

We understand the sensitivity of customer complaints and respect the confidentiality of all parties involved. Information shared during the complaint handling process will be treated with the utmost discretion and used solely for the purpose of resolving the complaint.

### How to raise a Complaint

If you have a complaint regarding any aspect of your product or service, in the first instance please raise a complaint using [this form](#).

If your complaint is urgent/critical, please contact your Account Manager providing awareness the complaint is critical and the reason why.

If your complaint is regarding an issue that requires urgent attention i.e. a service affecting issue, in the first instance please contact the Planet IT Helpdesk on 01235 433 911.

## Handling Your Complaint

Complaints are overseen and handled by our Head of Customer Experience and Operations.

Upon receiving your complaint, we will acknowledge receipt within two business days. The method used for corresponding will depend upon your choice when raising the complaint.

Our aim is to resolve complaints in a timely manner, and we will generally resolve a matter within 10 business days.

If an urgent resolution is required, we will endeavour to resolve within an agreed timeframe between Planet IT and the client.

We will keep you informed of the progress of your complaint, proposed actions, and the expected timeframe for resolution.

Complex complaints may take longer than 10 business days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.

We will advise you on the outcome of your complaint. Unless requested otherwise, we will advise you in writing.

If you are not satisfied with the outcome of your complaint, you may ask the Head of Customer Experience and Operations to escalate to Directors, depending on the severity of your dissatisfaction of the outcome. The Head of Customer Experience and Operations will determine this.

We will aim to conclude any escalations within 7 business days.

## Conclusion

At Planet IT, we are dedicated to fostering positive relationships with our customers by addressing their concerns effectively and efficiently. Our Customer Complaint Policy reflects our commitment to excellence in customer service and continuous improvement. We value the trust our customers place in us and remain steadfast in our pursuit of their satisfaction.