

Complaints Procedure

Our commitment to customers

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide.

- It can be about anything and could include
 - When we do not deliver a service on time
 - When we give you the wrong information
 - When you receive a poor quality service
 - When you have a problem with a member of staff

How to make a complaint

If you wish to make a complaint in the first instance please address the issue to your Account Management Team. For complaints relating to support / maintenance please address the complaint to the Support Manager. For complaints relating to Installations and onsite service, please address your complaint to Installation Manager.

By email: information@videonations.com

In writing:

Videonations Ltd
Unit 20 Edward Court
Altrincham Business Park
Broadheath
Cheshire
WA14 5GL

By phone: 0845 084 3000

By fax: 0845 084 3030

Response times

We will acknowledge receipt of your complaint within 2 working days.

We will issue a full response within 10 working days.

If there is a delay in responding we will keep you informed of our progress.

If you are unhappy with the way your complaint has been handled:

Please contact the Managing Director:

Ian Carter
Videonations Ltd
Unit 20 Edward Court
Altrincham Business Park
Broadheath
Cheshire
WA14 5GL

Comments

We welcome feedback on any aspect of our service.

Please contact us in any of the ways mentioned above or complete a comment card at any of our offices.

Alternatively you can email us from the contact us section of our website.