

About this policy

Bizitel Limited ("Bizitel"), head office at Unit 2, The Boscombe Centre, mills Way, Amesbury, SP4 7SD is committed to excellent customer service. As a leading bespoke VOIP solutions provider, we recognise our role as a trusted partner in the day to day support of our customer's business operations.

Our goal is to deliver service excellence to all of our customers.

If you are unhappy with our service please contact us. It is through your feedback that we are able to review and improve the overall service we provide. We are totally committed to ensuring that every complaint is investigated fully, resolved to a satisfactory conclusion and within a reasonable timeframe.

Making a complaint

To raise a formal complaint please write or email:

Email: – clientrelations@bizitel.com

Letter to our Office:

Bizitel, Unit 2, The Boscombe Centre, mills Way, Amesbury, SP4 7SD

Please include as much detail as possible; e.g.:

- § Your name and contact details
- § The nature of your complaint
- § The impact on your business
- § Any other relevant information

Your complaint will be acknowledged within 1 business day with the aim of resolution within 5 working days.

If you have followed the steps above but are still dissatisfied you may register a complaint that will be considered by Ofcom.

Ofcom:

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

Telephone: 0300 123 3333 or 020 7981 3040

Fax: 020 7981 3333

Text phone: 020 7981 3043 – please note that this number only works with special equipment used by people who are deaf or hard of hearing.

Website: <http://www.ofcom.org.uk/>