



Customer Complaints Procedure

Generic customer Complaints procedure

We aim to provide all our customers with a high level of service. However, if for any reason you are not satisfied with the service that you have received from us, please contact a member of staff who will investigate and respond to your complaint. If you are not happy with the response you receive and wish to make an escalated complaint, please follow our complaints procedure as detailed below. We give our commitment that your concerns will be fully investigated.

How do I make a formal complaint?

If you have made a complaint to a member of staff and are not happy with the response that you received then you can escalate your complaint. All complaints should be made to the managing director.

Please send your complaint to:

Robert Jones
CCSW
97a Caerphilly Road
Birchgrove
Cardiff
CF14 4AE

Fax: 029 2099 0367

Email: rob@ccsw.co.uk

Or telephone us on 0845 458 1752

What happens next?

1. When the managing director has received your complaint, they will acknowledge it within two working days.
2. We will then fully investigate your complaint and aim to respond within 10 working days.
3. If the situation requires a longer investigation, we will contact you within 10 working days to inform you of this and let you know when you can expect our response.
4. Your complaint will also be kept on file to enable us to monitor the number and types of complaints we receive.

Custom Computer Services (Wales) Ltd, 97a Caerphilly Road, Birchgrove, Cardiff, CF14 4AE.

Telephone: 0845 4581752 | Email: complaints@ccsw.co.uk | Web: www.ccsw.co.uk