

Assured Solutions Communications (ASC) LTD's Complaints Procedure

We are committed to providing our clients with the highest standards of service and to maintaining strong and professional working relationships. Whilst errors, omissions, or unforeseen issues may occasionally arise in the course of providing services, we recognise that the manner in which such matters are addressed is of fundamental importance. We are therefore committed to dealing with any concerns promptly, professionally, and in good faith, with the aim of achieving a fair and satisfactory resolution.

If You Are Dissatisfied with Our Service

If, at any stage, you are dissatisfied with the service provided, we encourage you to raise your concerns with us as soon as reasonably practicable by emailing us on: complaints@assuredsolutions-communications.com

Our office hours are Monday to Friday, 9:00am to 5:30pm, excluding Bank Holidays.

If you are dissatisfied with the manner in which your enquiry has been handled or with any service we have provided, please notify us as soon as possible. We will make every reasonable effort to resolve the matter promptly and informally in the first instance. Where an immediate resolution is not possible, we will keep you updated on the progress of your complaint and provide an indication of the timescales involved.

If you remain dissatisfied following our initial response, you may request that the matter be reviewed by a Department Manager. Alternatively, you may submit your complaint in writing, setting out the reasons for your dissatisfaction, and we will endeavour to provide a full response within 30 working days of receipt.

Our Address is:

1 Cable Court,
Pittman Way,
Fulwood,
Preston,
PR2 9YW

Alternative Dispute Resolution (ADR)

Assured Solutions Communications (ASC) LTD is a member of the Communications & Internet Services Adjudication Scheme (CISAS), an Ofcom-approved Alternative Dispute Resolution ("ADR") scheme operated by Centre for Effective Dispute Resolution (CEDR). CISAS provides an independent dispute resolution service for communications providers and is available free of charge to eligible customers.

If we are unable to resolve your complaint to your satisfaction within six weeks, or if we issue a "deadlock" letter confirming that no further progress can be made under our internal complaint's procedure, you may have the right to refer your complaint to CISAS for independent review.

Further information regarding the types of complaints CISAS can consider, together with details of the adjudication process, can be found on the CISAS website:

CISAS – Consumer Information and Complaints Process

CISAS Contact Details:

Email: cisas@cedr.com

Post: 100 St Paul's Churchyard, London, EC4M 8BU

Telephone: 020 7520 3814

Ofcom

Ofcom is the independent regulator and competition authority for the UK communications industries, including telecommunications, broadband, and internet services. Ofcom is responsible for ensuring that communications providers comply with applicable regulatory obligations and consumer protection requirements.



Please note that Ofcom does not generally investigate or resolve individual customer complaints. However, they may record complaints for monitoring and enforcement purposes and provide guidance on your rights and available remedies.

Ofcom Contact Details:

Post: Office of Communications (Ofcom), Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

Telephone: 0300 123 3333 or 020 7981 3040

Textphone: 020 7981 3043

Fax: 020 7981 3333

Ofcom Official Website: www.ofcom.org.uk