

Vfast Ltd Complaints Code of Practice



1. INTRODUCTION

This document is intended to detail Vfast Ltd complaints procedure. This should be followed if customers are unhappy with any aspect of our service.

We strive to offer excellent value for money and the highest quality of service. If you are unhappy with our service, please contact us and let us know. We welcome your comments and feedback as it plays an important part in our process of continual improvement.

If you have a complaint, our formal internal complaints procedure is outlined below. We are fully committed to addressing all complaints fully and fairly within a reasonable time frame. We will respond to all complaints in the most appropriate way.

We aim to provide a substantive reply to all complaints received within 5 working days.

2. HOW TO REGISTER A COMPLAINT?

You can register your complaint in the following ways:

By Telephone:

01227 668901
8am-8pm Monday to Friday.
8am-6pm Saturday

On our Website:

Visit our website and go to the "Contact" page, then simply complete your contact details with a description of your complaint: <http://www.vfast.co.uk/contact/>

In writing by Post:

Vfast Ltd
County House
Station Approach
Bekesbourne
Canterbury
CT4 5DT

If you aren't able to complain yourself, you can ask someone to register a complaint and act on your behalf.

3. OUR EXPECTATION FOR RESOLVING A COMPLAINT

3.1 Step One

Contact us as soon as possible and let us know that you are dissatisfied with an aspect of our service. Our customer services team will then look into your complaint and look to provide a substantive response, in the most appropriate way, within 5 working days. Some complaints however may take longer than others to resolve. Therefore, we will keep you updated with the progress of your complaint and let you know if the resolution will go outside of the 5 working days' timeline.

3.2 Step Two

If one of our team is unable to resolve your complaint, we will ensure your complaint is escalated to an appropriate level within the company. You can ask for a manager to review your complaint at any time if our team has not been able to help and hasn't already offered to refer things to a manager. We do settle the majority of complaints during this step, however, if we cannot settle your complaint, we will explain our final position. In some cases, we may send you a "deadlock" letter. Deadlock is when there is no further progress possible in the dispute.

4. WHAT TO DO IF YOU ARE STILL UNHAPPY

If you have followed the processes set out above and are still not happy and we have sent you a "deadlock" letter, or 2 months have passed since we have received your complaint, you have the option of referring your complaint for independent consideration to the following association: The Internet Services Providers' Association (ISPA).

4.1 INTERNET SERVICES PROVIDERS' ASSOCIATION

The Internet Services Providers' Association (ISPA) is the trade body for Internet Service Providers and primarily serves the interests of its members and the Internet industry. Companies who choose to become members of ISPA agree to abide by the ISPA UK Code of Practice.

ISPA members' allegiance to the Code means that consumers can view the ISPA UK logo as a mark of commitment to good business practice.

Where a customer of an ISPA member has a complaint, ISPA can provide some help. Please note that you must have gone through our own complaints procedure first before they can help you.

Vfast Ltd are a registered member of the ISPA under our sister company Orbital Net.

Customers can review the ISPA complaints procedure at the following web address: <http://www.ispa.org.uk/consumers/complaints-procedure/>

To instigate a complaint with the ISPA please complete and submit a complaints form at the following web address: <http://www.ispa.org.uk/consumers/complaints-form/>

Alternatively, you can also contact them in writing or call them:

ISPA
69 Wilson Street
London
EC2A 2BB

Tel: 020 3397 3304

Fax: 0871 594 0298

Website: www.ispa.org.uk