



Complaints Procedure

February 2007

A member of the i-Sm@rt Consumer Services Ltd Senior Management Team will handle all complaints brought to us and they will provide the answers and any redress. All of our customers' complaints will be handled fairly and promptly. We will acknowledge your complaint within 5 business days of receipt, either in writing or email and explain how we will handle your complaint and tell you what you need to do.

What we will do for you:

1. Our appointed Manager will take full details from you as to the nature of your complaint.
2. We will understand what redress you are seeking and why.

Timescales:

After four weeks of receiving the complaint we will either:-

- a) Send you a final response to your complaint, or
- b) Send a holding response explaining why we have not reached a decision. We will indicate to you when we will make further contact (which must and will be within eight weeks of receipt of the original complaint).

By the end of eight weeks we will send you either: -

- c) Our final response to your complaint, or
- d) A response which explains why we still cannot make a final decision giving reasons for the delay and indicating when we expect to be able to provide a final response and inform you that you may refer the complaint to the Claims Management Regulator if you wish.

Providing Redress to your Complaint

If we decide that redress is appropriate, redress should provide the complainant with fair compensation for any acts or omissions for which I-Sm@rt Consumer Services are responsible. Appropriate redress may not be financial; it may involve an apology, an offer to redo the work or the refund of a fee.

Complaint Form

Name(s)

Date

Address

Our Service
Complaint

Please detail which service you wish to complain about: e.g. Bank Charge Complaint

Explain
Complaint
Fully

Sign /date

Please sign

Date