

## About this policy

Timico Limited ("Timico"), head office at Cafferata Way, Beacon Hill Park, Newark, Nottinghamshire, NG24 2TN, with two other offices nationwide, is committed to excellent customer service. As a leading managed cloud hosting 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@timico.co.uk](mailto:clientrelations@timico.co.uk)

**Letter to our Newark Office:**

Timico, Brunel Business Park, Jessop Close, Newark, Nottinghamshire NG24 2AG

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.

## Independent adjudication

If you still remain dissatisfied and your complaint has been outstanding for 8 weeks or we have sent you notification that your complaint has reached deadlock, then you can make a complaint through Timico's Alternative Dispute Resolution (ADR) Scheme. This is provided independently and free of charge.

### The Timico nominated Independent Adjudication scheme is operated by:

#### **Ombudsman Services: Communications**

PO Box 730, Warrington, WA4 6WU

Telephone: **0330 440 1614**

Fax: **0330 440 1615**

Text phone: **0330 440 1600**

Email: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

Website: [www.ombudsman-services.org/communications.html](http://www.ombudsman-services.org/communications.html)

Ombudsman Services resolves disputes between member operators and their residential and small business customers. Timico is a member of Ombudsman Services: Communications. 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/>