

complaint procedure

Here at circle.cloud we always aim to deliver an exceptional customer service experience. However, we do appreciate that there may be times that despite our best efforts, an issue arises. If in the unlikely event you are dissatisfied with your service, we would love to hear from you so that we have the opportunity to resolve this with you. Please see below our process for letting us know about this.

Let us know about your experience...

You can contact us via email, telephone or post.

To help us with the investigations, please can you outline your concerns and explain the nature of your complaint.

Email: escalations@circle.cloud
Phone: 0333 043 6600

Post:
Circle Cloud Communications
C/O Customer Experience
Ariadne House
Town Quay
Southampton
SO14 2AQ

investigation and response.

Following your contact, we aim to provide an initial response of receipt within 1 working day, acknowledging your contact, providing a case number and explaining the next steps.

We make every effort to resolve your complaint as quickly as possible, however, depending on the complexity of your complaint, this may take us up to 21 working days.

outcome.

We hope that you will be fully satisfied with the resolution that is provided. However, if for any reason you feel this is not the case, and circle.cloud has provided a final position, you can request an Alternative Dispute Resolution (provided your business has 10 or fewer employees).

In addition, in the unlikely event that your complaint remains unresolved to a satisfactory level after 8 weeks, circle.cloud will issue an Alternative Resolution Letter, enabling a case to be logged with the Ombudsman.

The Ombudsman: Communications offers an independent, alternative dispute resolution service which is free for you to use.

circle.cloud will issue an Alternative Dispute Resolution letter when the following criteria have been met:

circle.cloud has provided a response to our investigation into your complaint;

You have advised circle.cloud that the response you have received is not satisfactory

circle.cloud have provided a final response and have confirmed there are no further steps that can be taken to resolve your complaint

It's important to note that in accordance with the Financial Conduct Authority's Dispute Resolution Complaints Forwarding rules 1.7, complaints made to the funder of the Lease Agreement but which refer to the equipment or selling of the equipment will be referred to the supplier so that it may be dealt with in accordance with their internal complaint handling procedures.

If you do wish to raise a complaint with regards to the equipment or any aspect surrounding the sales process, please refer to circle.cloud's complaints procedure.

ombudsman contact details.

<https://www.ombudsman-services.org/>
Email: enquiry@ombudsman-services.org
Telephone: 0330 440 1614

Post:
Ombudsman Services: Communications,
3300 Daresbury Park
Daresbury
Warrington
WA4 4HA