

All of our clients will receive the best service possible, as is our commitment. We need you to let us know when something goes wrong. This will enable us to continue to improve our standards.

Our complaints procedure.

Send us your information if you want to file a complaint. You can file a complaint verbally, in writing, by email, or over the phone.

What will happen next?

We will record your complaint on our central register and open a separate file for your complaint. We will do this within a day of receiving your complaint. Wherever possible, that person will not be involved in the matter which is subject of the complaint, and will have authority to settle the complaint.

We will then start to investigate your complaint. This will normally involve the following steps. We will pass your complaint to a Director of F One Technologies Ltd within 3 days and it will be passed to a Senior Customer Service representative. The appointed person will then examine the matter and the information within your complaint file. If necessary, he/she may also speak to the relevant department and/or yourself. This will take up to 3 days from receiving their reply file.

The appointed person will then report to you and hopefully have the complaint resolved. Within four weeks of receiving a complaint we will send you either; a final response which gives a summary of your complaint, settling out the outcome of our investigation, and our final view on the issue raised. The response will say whether we acknowledge whether there has been any fault on behalf of F One Technologies Ltd and will give details of any offer we are making to settle the complaint; or a holding response which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.

Within 8 weeks of receiving a complaint we will send you either; a final response detailed above; or a response which explains why we are still not in a position to make a final response; and will inform you that you can refer the handling of the complaint to the Communication Ombudsman Service if you are dissatisfied with the delay, or our response to address the complaint. We will inform you of the Ombudsman Service we are registered with.

At this stage, if you are still not satisfied, we will then arrange to review our decision. Another Director of the company will review the decision within 10 days.

We will let you know the result of the review within 5 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

If you're not satisfied with our response, or if a complaint has not been resolved after 8 weeks, you may refer the complaint by post to: Communication Ombudsman Service, 3300 Daresbury Park, Daresbury, Warrington, WA4 4HA or call them on 0330 440 1614 .

Should you have any questions about this policy, please contact F One Technologies Ltd by phone on 0330 221 1183, or by post at F One Technologies Ltd, First Floor Roman Landing, 35-37 St Mary's Place, Southampton, Hampshire, SO14 3HY.