

## 1. About Tectrix

Tectrix Solutions have over ten years of industry experience providing data and voice communication solutions to businesses throughout the UK. Due to the reliance which business in the modern commercial landscape have upon data and voice communication, it is imperative that this infrastructure is installed by someone you can trust. We independent provider of intelligent business solutions providing customers with the tools to have greater control of their telephony infrastructure and spend.

## 2. The Purpose of this Code of Practice.

This code of practice is designed for our customers and has been established to outline the way in which Tectrix will manage our ongoing partnerships with our customers.

The objective of this code is to ensure that Tectrix provides its customers with standards of protection equal to the law.

## 3. Contacting Tectrix

Our Customer Service Desk is available Monday to Friday 9am – 5pm (excluding bank holidays). Our team endeavour to answer your call within 10 seconds and all calls are recorded through our support software to provide a unique reference for tracking purposes. All calls maybe recorded for training and monitoring purposes. Our number is 0161 711 0770

## 4 What to do if you are not happy with the service you have received from Tectrix Solutions

### Step 1

If you are unhappy with any of our products or services, you may send your complaint in writing to:

Tectrix Solutions, Service Desk Complaints, Lees Street, Pendlebury, Swinton 2Nd Floor, Lowry Mill, Manchester M27 6DB

Your complaint shall be acknowledged within 48 working hours.

### Step 2

If you are unhappy with how Step 1 is progressing, you can request that your complaint is passed to the Client Services Account Manager (CSAM). You will then receive a further response, both verbal and written, from the CSAM within 48 working hours.

### Step 3

If you remain unhappy with the progress made at Steps 1 and 2, you can request that your complaint is passed to the Director of Operations. The Director of Operations will respond to your request in writing with 24 hours

#### Step 4

If you remain unhappy and wish to pursue your complaint further, if your complaint has been outstanding for more than 8 weeks or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from CISAS.

CISAS is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom approved ADR services have been set up to sort out disagreements between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Should you wish to undertake such an ADR service, CISAS can be contacted via the following means:

CISAS Centre for Effective Dispute Resolution 70 Fleet Street London EC4Y 1EU