



At F One Technologies Ltd, we are committed to providing the best possible service to our clients. We value your feedback and encourage you to let us know when something goes wrong, as this helps us improve our standards.

#### **How to File a Complaint.**

If you wish to file a complaint, you can do so through the following methods:

- Verbally
- In writing
- By email
- Over the phone

#### **Recording Your Complaint.**

We will record your complaint in our central register and open a separate file for your complaint within one day of receipt.

#### **Investigation.**

Your complaint will be passed to a Director of F One Technologies Ltd within three days, who will then delegate it to a Senior Customer Service representative.

The appointed person will investigate the matter, which may involve speaking to the relevant department and/or yourself. This investigation will be completed within three days of receiving their reply file.

#### **Response.**

Within four weeks, you will receive either:

- A final response detailing the outcome of our investigation, acknowledging any fault on our part, and offering a resolution.
- A holding response explaining why we are not yet able to resolve the complaint and indicating when further contact will be made.

#### **Further Steps.**

If the complaint is not resolved within eight weeks, we will send you either:

- A final response as detailed above.
- An update explaining the delay and informing you that you can refer the complaint to the Centre for Effective Dispute Resolution (CEDR).



#### **Centre for Effective Dispute Resolution (CEDR).**

The Centre for Effective Dispute Resolution (CEDR) provides the Communication and Internet Services Adjudication Scheme (CISAS), a free, independent dispute resolution service for unresolved complaints. CEDR is regulated by Ofcom, the UK's communications regulator, ensuring that they adhere to high standards of fairness and impartiality.

If you are not satisfied with our response, or if your complaint has not been resolved within eight weeks, you may refer the matter to CEDR. The steps are as follows:

- Visit the CEDR Website:
- Go to [CEDR CISAS Overview](#) to understand the process and download the necessary forms.
- Submit Your Complaint:
- Complete the forms and provide all relevant information about your complaint. This includes any correspondence with F One Technologies Ltd and details of the issue.
- CEDR will review your complaint and gather any additional information required.
- An independent adjudicator will make a decision on your complaint. This decision is binding on F One Technologies Ltd if you accept it.

#### **Contact Information.**

For any questions regarding this policy, please contact us via:

- Phone: 0330 221 1183
- Post: F One Technologies Ltd, First Floor Roman Landing, 35-37 St Mary's Place, Southampton, Hants, SO14 3HY
- Email: [letstalk@fonetech.uk](mailto:letstalk@fonetech.uk)
- Website: [www.fonetech.uk](http://www.fonetech.uk)