

## **Pescado Group Complaints Escalation Process**

Pescado Group are an independent company that deliver communications and IT services to business customers. While we may not provide all the component parts of our service ourselves, we do take responsibility for services provided to our customers. So we will liaise with our suppliers to ensure that any problems with their services are resolved as promptly as possible.

Pescado Group has in place a structured complaints escalation process for customers who wish to make a complaint in relation the service provided.

In order to obtain a copy of Pescado Group Complaints Handling and Dispute Resolution please email [customersupport@pescado.co.uk](mailto:customersupport@pescado.co.uk) or contact customer services on **03300022000**.

### **Stage 1**

Any customer complaints relating to our service should be made in the first instance to our customer support team, who will make all reasonable endeavours to resolve any complaints raised.

Complaints can be raised by calling 03300022000, emailing [customersupport@pescado.co.uk](mailto:customersupport@pescado.co.uk) or by writing to Customer Services, Pescado Group, Pescado House, Lakeside Business Village, Ewloe, CH5 3XJ.

### **Stage 2**

If you remain dissatisfied with the resolution offered by customer services, you can request that the complaint is escalated by calling us on 03300022000 or emailing [customersupport@pescado.co.uk](mailto:customersupport@pescado.co.uk) and asking for the escalations team, or by writing to Customer Escalations, Pescado Group, Pescado House, Lakeside Business Village, Ewloe, CH5 3XJ.

### **Stage 3**

Any unresolved complaints will be transferred to Director Level, who will conduct a thorough investigation of the complaint and provide a formal written statement to the customer within 28 days of the complaint being transferred to the Director Level. This process may include speaking to you the customer to document the course of events that led to the complaint and request any documentary evidence from the customer or third parties, to assist with their investigations. Once a complaint is at Stage 3 you will be contacted directly by a Director and contact details provided to you.

### **Stage 4**

If you consider that we have not been able to resolve your complaint satisfactorily, and 8 weeks has elapsed, or you have received a letter from us saying that we have now exhausted our internal complaints procedure, you may make a complaint to Ombudsman Services: Communications, of which Pescado Group is a member company. Ombudsman Services: Communications is an independent alternative dispute resolution scheme, whose contact details are as follows:

Ombudsman Services: Communications  
PO Box 730  
Warrington  
WA4 6WU  
Telephone: 0330 440 1614  
Facsimile: 0330 440 1615  
Textphone: 0330 440 1600  
Email: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)  
Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)