

Vintrix IT Ltd – Complaints Code of Practice

1. Our commitment

We want to put things right when we get something wrong. Making a complaint is free, and it will not affect the service you receive from us.

2. Who can complain

Any customer of Vintrix IT Ltd, or someone acting on their behalf with their permission.

3. How to complain

- Email: support@vintrixit.com
- Phone: 0331 630 4633, Mon-Fri 9am-5pm
- Post: Vintrix IT Ltd, Devonshire House, Manor Way, Borehamwood, WD6 1QQ

Please give your name, account or contact details, what went wrong, when it happened, and what you would like us to do. If you need help making a complaint, or need information in another format, tell us and we will make reasonable adjustments.

4. What happens next

1. **Acknowledgement.** We will acknowledge your complaint within 2 working days and give you a reference number.
2. **Investigation.** We will look into what happened and keep you updated.
3. **Response.** We aim to send you our final response within 6 weeks of receiving your complaint. If we cannot, we will tell you why and when to expect it.
4. **Escalation.** If you are unhappy with the response, ask for it to be reviewed by a director. For a small company, the director is the most senior person who can review it.

5. If we can't resolve it: free independent dispute resolution

If we haven't resolved your complaint within 6 weeks, or we tell you we cannot resolve it (a "deadlock letter"), you may be able to refer it free of charge to CISAS, the Communications & Internet Services Adjudication Scheme, operated by CEDR Services Ltd.

CISAS is available to consumers and to businesses with no more than 10 individuals working for them. CISAS decides whether a complaint is eligible.

- Website: <https://www.cedr-assist.com/consumer/cisas/overview/>
- Email: cisas@cedr.com
- Telephone: 020 7520 3814
- Post: CISAS, Centre for Effective Dispute Resolution, 100 St. Paul's Churchyard, London, EC4M 8BU

If we reach deadlock, we will write to you with these details. If you accept a CISAS decision it is binding on us.

6. Customers who may need extra support

If you have a disability, health condition or circumstances that make it harder to use our services or complain, tell us and we will adjust how we help you.

7. Your other rights

Using this process does not affect your legal rights.

8. Keeping records

We keep a record of complaints, how we handle them and the outcome, so that we can improve our service.