



CUSTOMER COMPLAINTS CODE

Our commitment to customers.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service.

How to make a complaint.

If you wish to make a complaint, you can do so to our Complaints Officer in any of the following ways:

By email: complaints@weareincom.com

In writing, marked for the attention of The Complaints Officer at:

Incom
Clarendon House
Clarendon Road
Manchester
M30 9AL

Your complaint will be logged and a reference number will be issued, after which your complaint will be fully investigated and a response issues.

Response times.

We will acknowledge receipt of your complaint within 2 working days.

We will issue a full response within 10 working days.

If there is a delay in responding to you, we will keep you informed of our progress.

If you are unhappy with the response you receive, you can contact either of our Managing Directors:
David Hughes or Jason Kilvert

Incom
Clarendon House
Clarendon Road
Manchester
M30 9AL

If you remain unhappy with our response, your complaint can be progressed through our Alternate Dispute Resolution Scheme. The Arbitrator will not normally investigate a complaint unless the stated internal complaints procedure has been fully exhausted.

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