

Datanetex Complaints Procedure

Datanetex is committed to providing a comprehensive, reliable and dependable service to all our clients. Should you have a complaint or query regarding our goods and/or services, billing or supply, or a general complaint, the following procedure is available for all our clients. Before placing your complaint in writing to Datanetex, we ask that you utilise our Fault Reporting and Diagnostic service; <http://helpdesk.datanetex.com> This service is available for all clients purchasing goods and/or services from Datanetex Limited.

1. Describe in detail your complaint, listing specific issues, ticket numbers issued from Fault Reporting and a schedule of fault occurrence.
2. Detail the requests made through, and responses, from our Fault Reporting and Diagnostic service - we continually monitor and look to improve this system.
3. Datanetex Complaint Resolution Team will aim to respond to your letter, in writing in 14-21 working days. Our response will detail any action we will take to improve service and resolve your complaint; it will also include action which can be taken if you find the response unsatisfactory.

Datanetex aims to resolve all complaints directly with our clients. In rare cases where complaints cannot be resolved with our client, our return letter to your complaint will outline any further action and any other independent organisations you, our client, can contact if you feel your complaint has not been resolved. Where necessary, we reserve the right to refer to complaint resolution responses for legal purposes.

Once you have read the above information, please send your complaint to the following address:

Datanetex Limited
The Portway Centre
Spitfire Road
Old Sarum
Salisbury
Wiltshire
SP4 6EB

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