



Complaints Procedure

If you feel we that we have not met your expectations or if you have any suggestions on how we can improve or enhance our existing services we would like to hear from you.

Your comments are important to us and we guarantee a written response within 3 working days.

What will happen when you complain?

While we work hard to provide a high level of service to our customers, there may be an occasion when we might not meet your expectations.

If you feel that this is the case, we have in place a Customer Complaints Procedure to deal with such scenarios.

Our standards for dealing with complaints

- Infotel Solutions will treat your complaint properly, fairly and impartially.
- Infotel Solutions assure you that by making a complaint there will be no implications for your dealings with our organisation.
- Infotel Solutions will apologise for any mistake, explain what went wrong and endeavour to rectify it wherever possible.
- If necessary Infotel Solutions will change our procedures to ensure that the same mistake does not occur again in the future.

Complaints Procedure

Stage one

If you are dissatisfied with some aspects of our service, please express this to the person with whom you are dealing, who will try to help. If you prefer, please ask to speak to a manager who will also try to help as we aim to resolve all difficulties as quickly and efficiently as possible.

Infotel Client Service

Tel. 01775 843406

clientservices@infotel.co.uk

Findmeaconference &

Findmeahotelroom

Tel. 01775 843409

clientservices@findmeahotelroom.com

clientservices@findmeaconference.com

Infotel Solutions Ltd

Tel. 01775 843409

clientservices@infotelsolutions.com

Stage two

If the first response is not satisfactory, you can then write to or email a Board Director of Infotel Solutions. The Director will investigate your case and again you will receive a response within 3 working days from when we receive your letter.

Send written complaints to

Infotel Solutions Ltd

Boston Road

Gosberton

Spalding

Lincs PE11 4NR



Infotel Solutions Ltd

Infotel Solutions Ltd
Boston Road
Gosberton
Spalding
Lincs PE11 4NR

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Cambs, PE29 2AQ