



## Customer Complaints Guide

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## Customer Complaints Definition

### Concern:

Concerns are day to day business as usual issues that Pulsant aims to resolve at point of contact by front line staff. Examples of this could be a tech support issue or incorrect invoicing.

Where possible Pulsant will endeavour to resolve a customer concern at the first point of contact. In the first instance please raise a concern with the team best placed to resolve it (e.g. for an invoice related concern please raise it with the accounts team).

### Escalation:

Escalation is most commonly used to expedite a support request beyond the usual target times to help customers meet their business needs. In such cases our engineers will endeavour to prioritise them where resourcing permits.

It can also be where a customer feels their concern has not been resolved satisfactorily and wish to raise the issue to an account manager or a team leader. An example of this could be escalating to someone who has the authority to make an exception or improvement to a process or policy.

An escalation can be raised with an account manager, or as described in the escalation guidance [here](#).

### Complaint

A complaint is usually for when an escalation has not had the desired effect, or if an issue is serious enough that it is deemed necessary. This will entail an investigation, resolution and formal response which will include learning points and corrective actions.

If you still wish to raise a complaint please feel free to do so using the process described below.

## Methods of raising a Customer Complaint





Pulsant accepts any complaint received in writing (customer portal ticket, email, letter or fax).

It is also possible to raise a complaint verbally over the phone. This is triggered by stating you wish to raise a complaint.

Method	Contact Details
Customer Portal	<a href="https://portal.pulsant.com/tickets-new.php">https://portal.pulsant.com/tickets-new.php</a> Please use the complaints template
Email	<a href="mailto:complaints@pulsant.com">complaints@pulsant.com</a>
Letter	Pulsant Ltd UNIT 1, The Clocktower, Flassches Yard, Edinburgh, EH12 9LB
Fax	0845 119 9901
Telephone	0345 119 9910 9am to 5pm Monday to Friday

## Making a complaint

The complaint should include a detailed explanation of the complaint including;

-  Relevant dates & times
-  Names of people involved
-  Business impact
-  Desired outcome

## Receipt

Upon receipt of a complaint Pulsant will respond with a confirmation email within 2 working hours. This will include a reference number and a timescale for response. If the timescale needs to be extended for any reason you will be informed in advance.

## Investigation

The complaint will be raised to a level within Pulsant appropriate to resolving the issue(s) raised.

Please note that a complaint is investigated retrospectively and the issue must be fully resolved before a response can be provided. This allows for full analysis of all the facts to provide a complete and comprehensive response.

If an issue is still ongoing the complaints team will ensure it is escalated to an appropriate level within Pulsant and monitor and push progress until completion before instigating the investigation.

## Response

Once the complaint has been fully investigated Pulsant will respond via email in the first instance.

This will include a timeline of key events, an explanation of what happened, why, and where appropriate, actions taken.

In particular where there has been a service failing, an account of corrective actions taken, or that will be taken, with associated time frames.

The response will also contain details of SLA credits where applicable.

## Resolution

Pulsant will only close a complaint and process any credits offered once you have confirmed acceptance of the response and its findings.

If you feel the response does not sufficiently address the concerns raised, or if there are any further queries then please reply to the email or call us on 0845 119 9910.

## Post Resolution

Please be assured that Pulsant takes all complaints extremely seriously and always look for points of improvement to avoid this or similar issues arising again in the future.

The complaints process feeds directly into our ITIL aligned Continual Service Improvement Plan.

All complaints are reported to the board of directors.