



**PremierChoice**  
**Internet**

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IT Support

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Hardware & Networking

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Cloud Solutions

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Website Design

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Digital Marketing

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Software Development

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## CODE OF PRACTICE ON COMPLAINT HANDLING AND DISPUTE RESOLUTION

Premier Choice Internet is an independent company that supplies IT and web services to businesses and charitable organisations throughout the UK. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. We will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Management Team using one of the following:

**Phone:** 020 3904 3464

**Email:** [complaints@premierchoiceinternet.com](mailto:complaints@premierchoiceinternet.com)

**Letter:** Complaints, Premier Choice Internet, 2 The Metro Centre, Bridge Road, Orpington, BR5 2BE

If you telephone, our team will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask questions to confirm that we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the Operations Director. If we cannot resolve the problem, we will write to you to say so.

### **Premier Choice Internet Complaint Code of Practice**

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