

Complaints Code of Practice

Getme Web Solutions Limited is a private company and is a provider of web solutions, hosting and support services.

We do everything we can to make sure that our customers get the best possible service.

However, sometimes we may not get things right. If this happens we encourage you to tell us about your complaint so that we can put matters right.

Contract terms and conditions

Our full terms and conditions can be viewed at: <http://www.getme.co.uk/terms>

Complaints process

If you have a complaint, we want to:

- Make it easy for you to raise your complaint
- Listen to your complaint
- Discuss how you would like us to resolve your complaint
- Make sure you are satisfied with how your complaint was handled

Contact details

If you have a complaint, you can write to us at:

Getme Web Solutions Limited
Holy Oak Farm
Upton Snodsbury
Worcestershire
WR7 4NH

You may also email or telephone us during working hours (9am – 5.30pm Monday to Friday excluding public holidays).

Email: enquiries@getme.co.uk
Telephone: +44 (0) 1905 670032

Timescales for resolution of complaints

Our aim is to resolve your complaint straight away. However, where it is not possible to do so the following action will be taken.

Two (2) days

If we have been unable to resolve your complaint by the end of the following business day after we received it, we will write to you to:

- Acknowledge your complaint
- Tell you who is dealing with your complaint

Ten (10) days

In the majority of cases, we will be able to resolve your complaint within ten (10) business days

of receiving it. If we have not resolved it within ten (10) business days, we will contact you again to update you with progress and tell you how much longer we anticipate it will take.

Sixty (60) days

In exceptional circumstances where your complaint is particularly complex, matters may take up to sixty (60) business days to resolve. If your complaint is not resolved within sixty (60) business days then we will write to you requesting more time or send you a 'Final Response'.

When we send you a response explaining how we will or have settled your complaint, if we do not hear from you within sixty (60) business days, we will consider your complaint closed.

Procedure for resolution of complaints

We are committed to resolving your complaint fairly and quickly. In most cases, this can be done if you contact us as soon as possible after the issue has arisen. We will aim to resolve your complaint after listening to you to understand what has gone wrong.

Approval and review of the Code of Practice

Getme Web Solutions Limited is committed to keeping the information in this Code of Practice accurate and up to date. Getme Web Solutions Limited will amend the Code of Practice available on our website following any changes to the processes or information it contains.

Last updated 07/07/2009

For the latest version of Getme Web Solutions Limited's complaints Code of Practice visit;

<http://www.getme.co.uk/terms>



Getme Web Solutions Limited Holy Oak Farm, Upton Snodsbury, Worcestershire WR7 4NH UK
Tel +44 (0)1905 670032 Fax +44 (0)871 5594457 Email enquires@getme.co.uk
Company Reg No. 6948786 VAT No. TBA

www.getme.co.uk