

## **Prism Complaints and Escalations Procedure:**

### **Our commitment to you**

We aim to ensure that:

- We treat your complaint seriously
- Making a complaint is easy to understand and easy to do
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

### **What is a complaint?**

A complaint is when you tell us you are not happy about the service we provide.

- It can be about anything and could include
  - When we do not deliver a service on time
  - When we give you the wrong information
  - When you receive a poor quality service
  - When you have a problem with a member of staff

### **How to make a complaint**

If you wish to make a complaint you can contact Prism in any of the ways listed below.

**By email:** at [info@prism.uk.com](mailto:info@prism.uk.com)

**By letter:**

*Prism Business Developments  
St James's House  
5 John Bradshaw Court  
Alexandria Way  
Congleton  
Cheshire  
CW12 1LB*

**By fax:** to Prism Business Developments on 01260 291991.

Whilst we are able to listen to concerns by telephone, we need you to put it in writing and submit by one of the three methods outlined above in order to give a full official response.

### **Our Complaints Policy**

Prism is committed to providing a high level of IT support to all clients and customers (*referred to hereinafter as "clients"*).

Often, concerns voiced by our clients are a request for further IT Support rather than a complaint about Support that has been provided already. Therefore we categorise incoming concerns into the following categories:

- 1) Request for further Support or Information
- 2) Escalation of Support
- 3) Complaint

When a client concern is raised and brought to our attention, Prism will diagnose the situation and take one of the following actions, dependent on severity:

### **Request for Support or Information**

- 1) We log a support call on behalf of the client detailing call specifics.
- 2) A prism engineer will conduct remote support within 60 minutes of the call being logged.
- 3) If the request is for further information, this will be provided by the relevant department

### **Escalation of Support**

- 1) Information of the escalation will be recorded ready for the relevant action to be taken.
- 2) Investigation of the client's escalation will be conducted and a response provided within 4 hours.
- 3) If the findings show extra support is required a call will be logged with second level support and answered within 60 minutes.
- 4) Tier two of a client escalation will examine the root cause of the issue and amend where required to prevent future escalations of this nature.

### **Complaint**

- 1) Full complaints will be passed to the manager of the relevant department (Operations, Technical or Business Developments) in the first instance.
- 2) An acknowledgment of the complaint will be provided within 24 hours.
- 3) Detailed investigation into the complaint will be conducted
- 4) A written response will be provided within 7 Days from receipt of the initial complaint.
- 5) If investigations are not able to be finalised in this time frame, you will be advised of an estimated time line at the 7 day mark
- 6) Where the Department manager is unable to resolve the issue, or the complaint severe enough to warrant it (in the opinion of Prism), then referral to the Service Delivery Manager or ultimately to a Company Director may take place in order to resolve the issue and produce the necessary result (again, at the discretion of Prism).
- 7) Responses will detail findings of the investigation and the suggested resolution.

Complaints will be dealt with and responded to following a balanced view of all the circumstances.

We are committed to treating all of our clients fairly.

