

What to do if you want to make a complaint

Our complaints procedure

Indigo 4 is committed to providing good quality products and services. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

We will deal with your complaint

We do not look on complaints as unwanted. In fact, they may help us to see where our products, services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

How to complain

Step 1: Contacting us.

The first step is to contact the relevant Head of Section. This can be done quite informally, either by telephone or by email. Usually, they will be in the best position to help you quickly and to put things right.

We will try to resolve the problem on the spot if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make some other arrangement acceptable to you.

A list of Heads of Sections is given below and this information is also available on our website.

Step 2: Taking your complaint further.

You might wish to take your complaint further because you're not happy talking to the relevant Head of Section or you wish to make a formal complaint afterwards.

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the Head of Section dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in writing to the Board of Directors. Indigo 4 is a registered company and as such is

managed by a Board of Directors. All materials relating to your complaint will be sent to the relevant Director (contact details will be provided for you). He will let you know within five working days that he has received your complaint (or two working days if an email address is given) and tell you when to expect a full response.

Heads of Section

For complaints concerning **current projects, project management and support** contact Cheryl Nice, Operations Manager on 0114 282 3110 or contact her by email at cheryl.nice@indigo4.com.

For technical complaints concerning **software products** contact David Kohn, Development Manager on 0114 282 3110 or contact him by email at david.kohn@indigo4.com.

For complaints concerning **accounts or health and safety** contact Robert Hawley, Company Accountant on 0114 282 3110 or contact him by email at robert.hawley@indigo4.com.

For complaints concerning **support renewals, marketing, contracts or commercial operations** contact Cathy Butler, Business Manager on 0114 282 3110/07771 631495 or email her at cathy.butler@indigo4.com.

The **Board of Directors** - Kevin Hudson (Commercial/Operations); Michael Evers (Finance & Company Secretary) and Thom Clutterbuck (Technical).