

# Redsquad Complaints Procedure

At Redsquad, we are committed to providing the highest standard of service to our customers. However, we understand that sometimes things may not go as expected. If you have a complaint, we want to hear about it and resolve the issue as quickly as possible. This document outlines our complaints procedure to ensure that your concerns are addressed fairly and efficiently.

## Step 1: How to Raise a Complaint

If you are not satisfied with our service, you can contact us using any of the following methods:

### **Phone –**

You can call our customer support team on **0208 166 4540** Our lines are open from 8am to 6pm

### **Email –**

Email your complaint to [info@redsquad.co.uk](mailto:info@redsquad.co.uk) , marking the subject line as Redsquad Complaint. Please provide as much detail as possible, including your account number, service details, and a description of the issue.

### **Post -**

You can also write to us at Redsquad, Studio 2, Lumiere, Elstree Way, Borehamwood Hertfordshire, WD6 1JH We recommend including all relevant information to help us process your complaint faster, including account number, and description of service issues.

## Step 2: What Happens Next?

We will acknowledge receipt of your complaint within 5 working days of receiving it. If we are unable to provide an immediate resolution, we will keep you informed of the investigation's progress.

Our team will thoroughly investigate your complaint. Depending on the complexity of the issue, this may take some time, but we aim to resolve most complaints within 10 working days.

Once the investigation is complete, we will provide you with a written response outlining the outcome and any steps we are taking to address your complain

### Step 3: **Escalating Your Complaint**

If you are not satisfied with our response, you can escalate the complaint by asking your complaint handler to escalate the complaint internally. They will review your complaint and aim to provide a final response within 5 working days.

### **Alternative Dispute Resolution (ADR)**

If your complaint remains unresolved after eight weeks or if we reach a deadlock (where we cannot agree on a resolution), you have the right to refer your complaint to an independent Alternative Dispute Resolution (ADR) scheme. You can raise your complaint to OFCOM

This service is free of charge, and they can investigate your complaint independently.

### Step 5: **Final Recourse**

If your complaint cannot be resolved through the ADR scheme, you may have the option of pursuing the matter through legal channels.

Redsquad is committed to treating every customer complaint seriously and ensuring that any issues are resolved as quickly and fairly as possible.