

cybersecurity
associates



Complaints Policy

Reporting A Complaint

Cyber Security Associates are committed to providing 5-star service, to ensure you receive the best experience from the get-go. Customer satisfaction is our top priority.

Unfortunately, we know from time-to-time things can go wrong. If you are dissatisfied with our service, either we have failed to meet expectations, or made a mistake, please follow the complaints process set out below.

Formal Complaints

Complaints must be received in writing to Cyber Security Associates, Unit 11, Wheatstone Road, Gloucester, GL2 2AQ, or by email to our Service Delivery Team at ServiceDelivery@CSA.limited.

All complaints must contain:-

- Full name and all contact details e.g. email, telephone number, address
- Date of complaint
- Nature of complaint

We follow a strict 3-step process to ensure that the right people in our business have the necessary information to fully investigate and respond to complaints received, and our customers are informed within agreed timeframes.

Please Note: This means for all complaints that require progression/escalation they all must follow the process outlined below.

Complaints Process

Step 1

Contact our Service Delivery Team at ServiceDelivery@CSA.limited or in writing by letter to Cyber Security Associates, Unit 11, Wheatstone Road, Gloucester, GL2 2AQ, who will ensure to acknowledge all complaints within **2 working days**.

A formal response will be provided within **10 working days**.

Step 2

If you are not satisfied that your complaint has been fully resolved by our Service Delivery Team, you can escalate this to our Service Delivery Manager, by using the following email address ServiceDelivery@CSA.limited or in writing by letter to Cyber Security Associates, Unit 11, Wheatstone Road, Gloucester, GL2 2AQ.

The email/letter should be headed, 'Stage Two Complaint'.

Our Customer Care team will acknowledge and escalate your complaint within **2 working days**, to the Service Delivery Manager.

Our Service Delivery Manager will endeavour to formally respond to your complaint within **10 working days**.

Step 3

We hope that all formal complaints can be addressed by our Service Delivery Manager. However, if you are still not happy with the outcome you can escalate your complaint to our Managing Director, by using the Service Delivery Team email address ServiceDelivery@CSA.limited or in writing by letter to Cyber Security Associates, Unit 11, Wheatstone Road, Gloucester, GL2 2AQ.

This should be headed, 'Stage Three Complaint'.

Our Service Delivery Team will acknowledge and escalate your complaint to our Managing Director, within **2 working days**.

Our Managing Director will endeavour to respond within **10 working days**.

This will be our full and final response & outcome to any complaint received.