

## ISL (Computers) Limited – Complaints Procedure

### Complaints Escalation

ISL (Computers) Limited is committed to providing the highest standard of customer service to all our customers. However, in the unlikely event of a problem or complaint, we will do everything possible to ensure it is dealt with quickly and fairly.

### Not an ISL Customer?

If you are not an ISL customer and have a complaint relating to any third party (for example relating to the content of a website hosted by an ISL customer). Our customer support agents will be unable to assist you directly.

Please send details of your issue or query to our misuse team [sales@isl-technology.co.uk](mailto:sales@isl-technology.co.uk).

### Submitting a Complaint via the Website

You can raise a complaint via the 'Contact Us' form available at <https://isl-technology.co.uk/contact-us/>

### By Telephone

Please contact us on 0845 600 2526 and speak to someone from the department you feel is most relevant to your complaint, technical support, billing, sales etc. If our team are unable to resolve your complaint, they will refer your complaint directly to the manager. Upon receipt of your complaint, the manager will investigate the complaint and contact you directly.

### In Writing

We can also be contacted in writing, at the address below:

5 Thomas Street,  
Heckmondwike,  
West Yorkshire,  
WF16 0LS

Please include your account number and as much detail as possible in your request, so we can fully investigate your concerns before contacting you.

### If We Don't Resolve Your Concerns First Time

If you feel we have been unfair or unreasonable in addressing your concerns, you can ask for your complaint to be referred to our Customer Service Manager for further review.