



## COMPLAINTS CODE OF PRACTICE AND COMPLAINTS HANDLING PROCEDURE

It is our intention to provide you with the highest possible level of customer service at all times. However we recognise that things can go wrong occasionally and if this occurs we are committed to resolving matters promptly and fairly.

Should you wish to complain you may do so by contacting our Quality Manager by any of the following methods:

**Post to:** Apex Radio Systems Ltd.  
102 Tantobie Road  
Denton Burn  
Newcastle upon Tyne  
NE15 7DQ

**E-mail to:** [info@apexradio.com](mailto:info@apexradio.com)

**Phone to:** 0191 228 0466

**Fax to:** 0191 228 0467

**In person:** If you would like to talk face to face then please visit the above address and ask to speak with our Quality Manager.  
Office hours are Monday to Friday, 8:30am to 5:00 pm.

Please make it clear that the subject is a complaint for the attention of the Quality Manager.

### What happens next?

We will acknowledge receipt of your complaint within 1 working day and aim to investigate and respond fully within 5 working days, this time scale is dependant on the type of complaint received.

Our Quality Manager will thoroughly investigate your complaint in a fair and even handed manner. He/She will make every attempt to ascertain if there has been a fault in our systems and procedures and see whether this has caused you to be dissatisfied with our goods or service supplied to you. Hopefully he/she will be able to provide full transparency and clarification which will allow us to mutually agree upon a satisfactory resolution to your complaint. Our Quality Manager will at all times keep you informed regarding any progress made in the investigation and resolution process as appropriate.

Should you not be satisfied with our final response you may be entitled to refer the issue to Ombudsman Services: Communications for independent resolution. They will provide a free, independent service to investigate your complaint, provided it is appropriate under their terms of reference, but you must have gone through Apex Radio Systems Ltd's own complaints procedure first before they can help you.

You can find out more on their website at - [www.ombudsman-services.org/communications](http://www.ombudsman-services.org/communications).

Or contact them:

**Post to:** Ombudsman Services: Communications  
PO Box 730  
Warrington  
WA4 6WU

**E-mail to:** [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

**Phone to:** 01925 430 049

Alternatively, your local Citizens Advice Bureau or trading standards office may be able to help – please contact them direct.