

Logiq Consulting Limited - Complaints Statement

This statement details how customer complaints or issues are captured, the customer is kept informed and describes how Logiq will provide assurance that a complaint will be reviewed and dealt with in a prompt manner. Logiq is dedicated to delivering high quality outputs and services, and providing excellent customer service. Logiq and its staff will always endeavor to maintain healthy customer relationships. The Logiq Complaints Statement outlines our procedures for the handling of verbal and written customer complaints and details how any complaints received are handled as effectively as possible.

We want to assure our customers that we take complaints seriously and will deal with complaints and issues promptly and efficiently. We ensure that our customer have one point of contact when dealing with their complaint from start to completion with swift and trouble-free resolution. All complaints are directed to complaints@logiqconsulting.co.uk and are logged within our Service Desk Tool. The company has staff dedicated to dealing with customer complaints who have autonomy concerning the issue/complaint decision.

1. All complaints will be taken seriously and the resolution of these will be prompt.
2. All complaints will have an acknowledgement sent out within one hour of receipt to customer.
3. We will endeavor to resolve all complaints and close-off within two working days.
4. The customer will be notified every day after the complaint has been received.
5. In the event that the complaint remains open for longer than five days, to ensure a satisfactory conclusion, the customer will be given a guideline as to when the complaint will be closed.
6. Complaints or issues that are received are logged within our Service Desk Tool to ensure a robust audit trail is maintained.
7. Any issues raised in the course of investigation will be referred to the Operations Director immediately to prevent them becoming a complaint.
8. Upon conclusion of complaint resolution communication will be sent out to complete the process via our Service Desk. If a written response is not required, the customer will receive verbal confirmation that the complaint has been closed.
9. If a complaint is rejected, a Complaint Closure letter will be sent to the customer
10. If the customer is dissatisfied with the resolution they have a right of appeal to the Directors.

The Company will ensure that any personal data is retained in accordance with our Privacy Policy.