



Connect Complaints Procedure

We aim to deliver the very best service to our clients and work hard to ensure we maintain strong relationships. However, mistakes do happen and problems can occur but it's how you deal with them that's important.

What to do if you are unhappy

If you are unhappy with any service or contract you have with us, please email complaints@thehalotechgroup.com. Our office hours are Monday to Friday between 08.30am and 5.00pm excluding Bank Holidays.

If you tell us you are not happy with the way we dealt with your enquiry or delivered a service, we will do our best to sort things out immediately. If we cannot do this, we will keep you informed about how long we expect to take to sort the matter out for you.

If you are still not satisfied, please ask to speak to a department manager. If you prefer, you can write to us explaining why you are unhappy and we will endeavour to respond within 30 working days.

Our address is:

The Halo Tech Group
Chain Caul Way,
Ashton-On-Ribble,
Preston,
PR2 2TL

We carefully monitor complaints so that we can avoid making the same mistakes again. If something goes wrong, we want you to tell us. Then we can put it right and make sure the same thing doesn't happen to someone else.

Independent Dispute Resolution



This is an independent dispute resolution service approved by the industry regulator for dealing with unresolved complaints from domestic or small business customers. Small businesses in this context are defined as those undertakings for whom up to ten individuals work. If you are an eligible small business and are still unhappy 8 weeks after you have given us the chance to resolve your complaint, you can refer the matter to The Ombudsman Service Limited. We may refer you to the independent dispute resolution service, if we cannot resolve the matter for you. In this case, we would issue a "deadlock letter", which allows The Ombudsman Service Limited to look at your complaint. You must escalate your complaint within 12 months of receiving the letter.

Their contact details are:

Post: Ombudsman Services: Communications, P.O. Box 730, Warrington, WA4 6WU
Phone: 0330 440 1614
Email: enquiry@ombudsman-services.org

Other Information

The Office of Communications (Ofcom) is the regulator for the UK telecommunications industry. They make sure communications companies meet their obligations under telecoms and competition laws and regulations.

Their contact details are:

Post: Office of Communications

Riverside House, 2A Southwark, Bridge Road, London SE1 9HA

Phone: 0300 123 3333 or 020 7981 3040

Textphone: 020 7981 3043

Fax: 020 7981 3333

Website: www.ofcom.org.uk