

Curveball Solutions: Customer Complaint Procedure

We do our best to simplify and improve our client's business operations through technology, while delivering a great experience for all our clients.

If you have a complaint about your experience, we want to hear about it so we can investigate it and do our best to put it right.

Who can complain?

Anyone who is receiving a service from Curveball Solutions UK Limited.

How to complain?

Curveball Solutions would like to resolve any complaint as soon as possible. Many complaints can be resolved informally.

In the first instance, if you feel able, speak to the member of staff who is working with you or ask to speak to their Manager, who will try to resolve the matter. We operate a ticketing system, and you will receive a ticket number to create a log of your complaint. Details of client requests/issues and completed actions are stored by ticket number for future reference.

If you wish to escalate your complaint, please email complaints@curveballsolutions.com with '**Formal Complaint**' as the email subject. Please detail the reason for your complaint, your ticket number and your contact details.

You can also send your complaint by post to: *Customer Services, Curveball Solutions, Suite 5, Enterprise House, Moorgate Point, Moorgate Road, Liverpool L33 7XW*

What happens after submission?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

What happens next?

In all cases, a complaint will be given full and fair consideration. However, if because of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure. If a criminal offence is alleged, then the police will be informed. If a Data Breach has occurred, the ICO will be informed under the new GDPR 2018 regulations.

Can you take your complaint elsewhere?

If your matter is **telecommunications** related you can raise your complaint with OFCOM via the following link: <https://www.ofcom.org.uk/complain-to-ofcom>

If your matter is **Utilities** related you can follow OFGEM's step-by-step guide on how to manage a complaint via the following link:

[Making a complaint about your energy supplier or network operator | Ofgem](#)

- If a complaint remains unresolved after 8 weeks or has reached deadlock, then the customer has a right to use Ombudsman Services
- Ombudsman Services are impartial and free to use
- Ombudsman Services can be contacted as follows:

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org