

# Complaints policy – Vorboss customers

## Introduction

Vorboss aims to provide a consistently excellent service at all stages of our relationship with you.

All our customers benefit from the attention of a Customer Success Manager (CSM), whose responsibility is to ensure that you have everything you need and that any issues or complaints are promptly dealt with. We also have a Technical Support Team, which is on hand to help solve any urgent technical issues such as outages or service interruptions.

Unfortunately, we won't always get everything right. When that happens, your CSM is the first and best port of call as they can resolve most issues directly. Failing that, this policy outlines how to raise a complaint and how to escalate it if you do not get a satisfactory resolution.

## Making a complaint

Stage one:

- Contact your CSM. You should have their details already, but if not, email [CustomerSuccess@Vorboss.com](mailto:CustomerSuccess@Vorboss.com).
- The team will get back to you as soon as possible (usually within one hour).
- The CSM will advise you on the process it will follow to investigate the complaint and the timeframes to carry out the investigation.

Stage two:

- If you do not get a satisfactory response at Stage one, you can contact the Head of Customer Success directly using the details below.
- The Head of Customer Success has the authority to resolve complaints using any means available and will advise you of the process they will follow to further investigate the complaint, as well as the timeframe they will endeavour to carry out this further investigation.

Name: Mark Berry  
Email: [Mark.Berry@Vorboss.com](mailto:Mark.Berry@Vorboss.com)  
Phone: [07785 601796](tel:07785601796)

## Resolving a complaint

Stage three:

- Upon completing our investigation into your complaint, we will promptly tell you the outcome of our investigation and any measures we intend to take to resolve the complaint.
- We will only close your complaint once we have received confirmation from you that the complaint has been resolved to your satisfaction.
- If we do not hear further from you within 28 days of notifying you of the outcome of our investigation, we shall consider it reasonable to conclude that the complaint has been resolved to your satisfaction.

## Can I take further steps?

Although our dedicated team will always try their best to help, it is important that we recognise there may not always be a satisfactory outcome for our customers on behalf of their complaints. If this is unfortunately the case, Stage four below details the steps that will be taken to access independent help with your complaint.

Stage four:

- Vorboss is a member of the Centre for Effective Dispute Resolution (CEDR), an independent mediation and alternative dispute resolution (ADR) body.
- In the event that: (1) we have notified you of the outcome of our investigation into your complaint, you have notified us that you are not satisfied with the proposed outcome of your complaint, and we do not intend to take further steps to resolve the complaint to your satisfaction that would produce a different outcome; or (2) the complaint remains unresolved after eight weeks since we first received the complaint, we will issue you with a letter notifying you that you may refer the matter to the CEDR under the Communication & Internet Services Adjudication Scheme (CISAS), which is an Ofcom-approved ADR provider, using the details below.
- This service is free and impartial, and the adjudicator's decision is binding.
- More information pertaining to CISAS and guidance on how to use it can be found [here](#).
- You can submit a complaint from [here](#).

Email: [Cisas@Cedr.com](mailto:Cisas@Cedr.com)  
Phone: [020 7520 3814](tel:02075203814)

## Company contact details

Outside of the above process, if you want to contact us about a complaint or any other issue, you can use our company contact details and somebody will respond to you as quickly as possible.

Email: [Reply@Vorboss.com](mailto:Reply@Vorboss.com)  
Phone: 0203 582 8500  
Address: Vorboss Limited, Broadwalk House, 5 Appold Street, London, United Kingdom, EC2A 2AG



#### Other versions

A hard copy, large font or audio version of this Code of Practice can be provided free of charge by emailing [CustomerSuccess@Vorboss.com](mailto:CustomerSuccess@Vorboss.com).