

Complaints Procedure (February 2024)

At Digidentity, we are committed to providing the best products and services that we can, to all our clients. If you are dissatisfied with our products, then please contact us per e-mail.

Complaint Process

- [1] If you have a complaint, please send an e-mail to our Service Desk. Our Service Desk will respond to your complaint within 14 working days of receipt of the complaint.
- [2] If the Service Desk cannot help you resolve your complaint, you can ask the Service Desk Agent to escalate it to the Team Leader. The Team Leader will respond to your complaint by e-mail within 14 working days of receipt.
- [3] If the Team Leader cannot help you resolve your complaint, you can ask, or the Team Leader may suggest, escalating the complaint internally to the Service Delivery Manager. The Service Delivery Manager will receive a copy of your complaint via e-mail and will always respond via e-mail. Via the Team Leader, the Service Delivery Manager;
 - [a] will acknowledge the receipt of your complaint (in writing) as soon as it is possible;
 - [b] may request additional documentation and/or information and will acknowledge the receipt of this documentation and/or information (in writing);
 - [c] will respond to your complaint within 30 days of receiving complete information.

Contact Details

You can contact Service Desk with your initial complaint via the following methods;

E-mail: helpdesk@digidentity.co.uk for UK Service Desk.