

Complaints Procedure

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Revisions

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Complaints Policy

At Digidentity, we are committed to providing the best products and services that we can, to all of our clients. If you are dissatisfied with our products or services, then please get in touch with us. All complaints are taken seriously, and any feedback is valuable, as it can be used to improve our standards.

Complaint Process

- (1) If you have a complaint, please contact the Service Desk. In most cases your complaint can be handled by a Service Desk Agent successfully. Your complaint can be received by Email, Chat or Telephone. Service Desk will respond to your complaint within 14 days of receipt.
- (2) If the Service Desk are unable to assist you in the resolution of your complaint, you can ask the Service Desk Agent to escalate it to a Team Leader. The Team Leader can receive your complaint by Email, Chat or Telephone. The Team Leader will respond to your complaint within 14 days of receipt.
- (3) If the Team Leader is unable to assist you in the resolution of your complaint, you can ask, or the Team Leader may suggest, escalating the complaint internally to the Operations Director. The Operations Director will receive a copy of your complaint via Email and will always respond via Email. Via the Team Leader, the Operations Director;
 - will acknowledge the receipt of your complaint (in writing) as soon as it is possible;
 - may request additional documentation and/or information and will acknowledge the receipt of this documentation and/or information (in writing);
 - 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;

Email: helpdesk@digidentity.co.uk for UK Service Desk.

Email: helpdesk@digidentity.eu for NL Service Desk.

Telephone: +44 (0)330 05 83 454 for UK Service Desk.

Telephone: +31 (0)70 700 79 76 for NL Service Desk.

You can use the Chat function via our website. The chat button will appear in the bottom right-hand corner after a couple of minutes.

Chat: <https://www.digidentity.eu/en/home/> for UK Service Desk.

Chat: <https://www.digidentity.eu/nl/home/> for NL Service Desk.