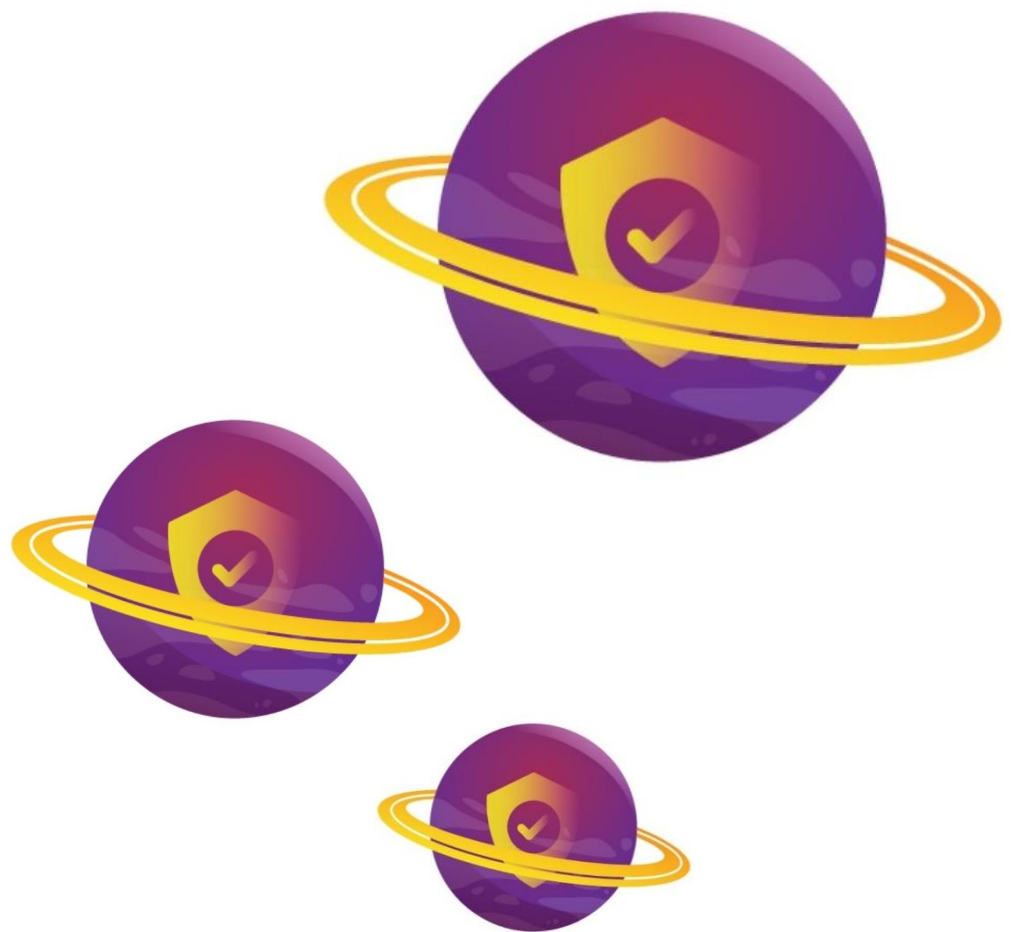


Galactica IT Group, Customer Complaints Procedure



1. Introduction

This procedure compliments our Terms & Conditions, notably our Service Level Agreement (SLA), IT Goods and Service Agreement and Service Supply Agreement, but only applies to the services provided to you by Galactica IT Group Ltd not those provided by third party vendors.

Our aim is to provide you with information regarding what to do and who to contact if you are experiencing a problem and how we will go about resolving it. We continuously make improvements to our services as a result of the valuable feedback we receive from our customers. If something has not met your expectations and you are having a problem, we want to know straight away.

We want to make sure you are satisfied with the services we provide, but sometimes we know things can go wrong. We aim to provide you with a simple and effective way to raise your complaint and clear information about how we will deal with it. If you raise a complaint about something which is our fault, we will explain what's gone wrong, apologise and try to put things right quickly.

2. What is a Complaint

A complaint is any expression of dissatisfaction about the product/services offered by Galactica IT Group Ltd or its staff or the action or lack of action taken regarding operations, facilities or services provided by Galactica IT Group Ltd or by a person or body acting on behalf of Galactica IT Group Ltd.

3. How to make a Complaint

Please contact us via the options displayed below.

(Please provide a brief explanation of your complaint and what Galactica IT Group Ltd can do to help resolve the issue. Please remember to give us full details of your company name, the name and telephone number of your authorised account administrator and your address).

- **By Email**
Please email us at hello@galacticagroup.cloud
- **By Phone**
Call us on 01702 595745
- **By writing**
Write to us at:
Suite 17, 8 Madeira Avenue,
Leigh-on-Sea
Essex
SS9 3EB

4. How Complaints are Handled

All details of the complaint are recorded and if further information is required a member of Galactica IT Group Ltd will contact you within 24 working hours. You will be provided with a reference number which you will need to use in all communications relating to the complaint. Our team will act efficiently and with courtesy and will endeavour to resolve your complaint within 14 working days. We will contact you to tell you what we have found and how we propose to resolve the issue. We will of course, ensure regular contact with you and record any updates.

However, if we are unable to resolve your complaint within 14 working days or you are dissatisfied with how your complaint is being managed or we feel our usual complaints process is not able to deal with your complaint satisfactorily, your complaint will be escalated to the Customer Services Management team, who will independently review your complaint, ensuring a fresh approach. We aim to investigate and respond to you within a further 14 working days from referral to the Customer Services Management team. Whilst you may of course seek independent help or advice, please talk to us first, as we can often settle these issues during a phone call.