



Complaints Code of Practice

Atlantek Computers Ltd Complaints Procedure & Code of Practice

If at any time during the course of your subscription, the service is not to your satisfaction, you can make a complaint to Atlantek Computers Ltd. We may be contacted as follows:

Telephone: 097 23019. Our phone lines are open 10:30am –6pm, Monday to Friday.

Email this Customer Complaint Form to: info@atlantek.net

(which can be found at <https://atlantek.net/policy-documents/>)

Complete/Post the Customer Complaint Form to:

Atlantek Computers Ltd, Rossport, Ballina, Co Mayo.

Please ensure you include the full name of the account holder paying the subscription, your account number (if applicable), address, phone number, date of complaint, detail of the complaint on your correspondence.

Complaint Process

The process below lists the steps we take once we receive a complaint:

1. Receive and record

Once received, an electronic record is made of the complaint using your phone number as the unique reference number.

2. Acknowledge

The complaint will be acknowledged within two working days of receipt of the complaint.

3. Investigate

The complaint received will be thoroughly investigated.

4. Propose solution

The customer will be contacted concerning Atlantek's proposed resolution of the complaint within ten working days.

5. Resolution

We trust that at this point the complaint will be resolved to the customer's satisfaction.

Escalation

In the unfortunate event that the complaint remains unresolved after ten working days Atlantek will escalate the complaint to its management and inform the customer of this escalation.

**Timescale**

If Atlantek is unable to resolve your complaint in accordance with the above timescales, Atlantek will use reasonable endeavours to ensure that you are informed about the expected timescale for resolution of your complaint.

Atlantek will do its utmost to resolve your complaint to your satisfaction. If it is determined by Atlantek that we are unable to provide a resolution to your issue, you have the right to terminate the contract.

Refund mechanism

In the event that Atlantek is unable to provide a customer with service for any period greater than 24 hours, customers may be entitled to a credit on their account equivalent to the cost of the element of service affected by the outage. Credit can be requested by contacting us on 097 23019 or emailing info@atlantek.net

Seeking independent advice

If you are not satisfied with the resolution of your complaint, you have the right to seek independent advice from the bodies below:

Commission for Communications Regulation

1 Dockland Central, Guild Street, Dublin 1, D01 E4X0

Telephone: 01 8049668

Email: consumerline@comreg.ie

Competition and Consumer Protection Commission

Bloom House, Railway Street, Dublin 1, D01 C576

Telephone: 1890 432 432 or 01 402 5555

Website: <https://www.ccpc.ie/consumers/contact/contact-us-form/>