

At F One Technologies Ltd, we're committed to providing the best possible service to our customers. We value all feedback, good or bad, as it helps us continually improve the way we work.

If something hasn't gone as expected, please let us know so that we can put it right as quickly as possible.

How to Make a Complaint.

You can make a complaint in any of the following ways:

- By phone: 0330 221 1183
- By email: letstalk@fonetech.uk
- In writing: F One Technologies Ltd, First Floor Roman Landing, 35–37 St Mary's Place, Southampton, Hampshire, SO14 3HY
- Via our website: www.fonetech.uk

Please include as much detail as possible about the issue, along with your preferred contact details.

How We Handle Your Complaint.

1. Recording your complaint

Your complaint will be logged in our central register within one working day of receipt. A separate case file will be created so we can track progress and keep you updated.

2. Investigation

Your complaint will be passed to a Director within three working days. It may then be delegated to a senior member of our Customer Service team who will investigate the matter fully, which could include speaking with the relevant department and/or yourself.

3. Response

Within four weeks of receiving your complaint, we will send you either:

- A final response, setting out the findings of our investigation, acknowledging any fault (if applicable), and explaining how we intend to resolve it; or
- A holding response, explaining why we need more time and when you can expect an update.

If your complaint has not been resolved within eight weeks, we will:

- Send you our final response; or
- Provide an update explaining the delay and advising you of your right to refer your complaint to the relevant independent adjudicator (outlined below).

Escalating Your Complaint.

Telecoms and Internet Services

If your complaint relates to our communication or internet services and remains unresolved after eight weeks (or if you are unhappy with our final response), you may refer the matter to our approved Alternative Dispute Resolution (ADR) provider:

Centre for Effective Dispute Resolution (CEDR)
CISAS Scheme (Communications & Internet Services Adjudication Scheme)
Website: www.cedr.com/cisas

CISAS is an Ofcom-regulated, free and independent service that helps resolve disputes between telecoms providers and customers. Their decision is binding on F One Technologies Ltd if you choose to accept it.

Finance-Related Complaints

If your complaint relates to a finance lease or credit agreement arranged by F One Technologies Ltd, and you are not satisfied with our final response (or we have not resolved it within eight weeks), you can refer it to:

The Financial Ombudsman Service (FOS)
Exchange Tower, London, E14 9SR
Phone: 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Further Information.

If you have any questions about this policy or how your complaint will be handled, please contact us using the details above. We aim to resolve all complaints fairly, transparently, and as quickly as possible.