

 <p><b>ONA</b> Open Network Associates Ltd</p> <p>Company Registration Number: 6954538</p>	<p><b>Open Network Associates Ltd</b> <b>Complaints Handling Policy and Procedure</b></p>	<p>Doc. Ref.: ONAP2 Issue: 1.0 Page 1 of 2 Date: December 2009</p>
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## Open Network Associates Complaints Policy

Open Network Associates Ltd (ONA) are committed to providing a high quality service to all clients. When something goes wrong we need you to tell us about it. This will allow us to resolve the problem and help us improve our standards and service for the future. We encourage feedback by telephone, fax, e-mail or post and our policy is to resolve all complaints quickly, fairly and effectively.

### A. Complaints Procedure – Contact Us

If you have a complaint please contact us with the details by one of the methods above. Our contact details are:

Mr Roy P Adair  
Director  
Open Network Associates Ltd  
24 Pinewood  
Bristol  
BS9 4AJ

Telephone: 01179 2301144  
Mobile: 07799 628927  
Fax: 0871 9005864  
E-mail: roy@onaltd.co.uk

### B. What We Will Need to Know

We will need to know:

- The date when the problem was observed
- The nature of the problem
- The name of the ONA representative who you told of the problem, if any
- What you would like done to resolve the problem
- Your contact name and details including address and telephone number and if appropriate e-mail or fax number
- Your preferred method of contact – telephone, e-mail, letter, fax
- If your preferred method of contact is by telephone please indicate when would be a convenient time for us to call you

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**C. What We Will Do**

When we hear from you we will:

- Send you a letter acknowledging receipt of your complaint within three days of receiving it. We will enclose a copy of the policy and procedure document
- We will contact you by your stated preferred method and tell you what we are doing to resolve your complaint
- We will investigate the complaint and keep you informed of our progress
- We will aim to resolve the complaint or have an agreed action plan in place to resolve it within 5 working days of your initial contact
- Within 5 working days of the complaint being resolved we will contact you to confirm the situation and your satisfaction with it

**D. If You Are Not Satisfied**

If you are not satisfied with the way that your complaint was handled or you are not satisfied with the resolution to your complaint you can contact your local Trading Standards office or the BICSI Ethics Committee (see [www.bicsi.org](http://www.bicsi.org)) within 6 months of the complaint.

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