

## Complaints Escalation

Microworld Yorkshire Limited is committed to providing the highest standard of customer service to all our customers. However, in the unlikely event of a problem or complaint, we will do everything possible to ensure it is dealt with quickly and fairly.

### **Not A Microworld Customer?**

If you are not a Microworld customer and have a complaint relating to any third party (for example relating to the content of a website hosted by a Microworld customer). Our customer support agents will be unable to assist you directly.

Please send details of your issue or query to our misuse team [sales@microworldyorkshire.co.uk](mailto:sales@microworldyorkshire.co.uk)

### **Submitting A Complaint Via The Website**

You can raise a complaint via the 'Contact Us' form available via the Contact Us link on your control panel. Select "Customer Services"

### **By Telephone**

Please contact us on 0800132201 and speak to someone from the department you feel is most relevant to your complaint, technical support, billing, sales etc. If our team are unable to resolve your complaint, they will refer your complaint directly to the manager. Upon receipt of your complaint, the relevant manager will investigate the complaint and contact you directly.



MICROWORLD YORKSHIRE LTD  
Unit 1 | Gatehouse Enterprise Centre | Albert Street | Lockwood | Huddersfield | HD1 3QD



**Microsoft** Partner



Tel **01484 354111** Fax 01484 354122

**microworldyorkshire.co.uk**  
e: sales@microworldyorkshire.co.uk

## **In Writing**

We can also be contacted in writing, at the address below:

Microworld Customer Care  
Unit 1, Gatehouse Enterprise Centre  
Albert Street  
Huddersfield  
HD1 3QD  
United Kingdom

Please include your account number and as much detail as possible in your request, so we can fully investigate your concerns before contacting you.

### **If we don't resolve your concerns first time**

If you feel we have been unfair or unreasonable in addressing your concerns, you can ask for your complaint to be referred to our Customer Service Manager for further review.



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