

COMPLAINT AND DISPUTE RESOLUTION PROCEDURE

If however, you feel something hasn't quite gone right and needs to escalate then the following info should help.

We will address any complaints as fairly and as quickly as possible.

To contact us about a problem please either:

Email us at <mailto:support@fuse2.net> or

Call us on 0330 088 0333 (9am to 5pm, Monday to Friday)

We will try to resolve your problem there and then. If we can't sort things out immediately, we'll agree on a plan of action with you.

In the unlikely event that you still feel that your complaint has not been resolved to your satisfaction, you may escalate it to a manager – either immediately whilst on the phone, or by email to complaints@fuse2.net

If you are still unhappy with the outcome, after a period of 8 weeks or if we've investigated the problem fully but reached a deadlock, you have the option of referring your complaint to the Ombudsman Services for independent consideration.

The Ombudsman will make an independent decision based on the merits of your complaint.

The Ombudsman can be found [here](#).



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