

Complaints Policy

Hosted Business Ltd

Effective from: [21/04/2026] | Version 2.0

Our commitment to you

We are committed to providing excellent service. We know that things can go wrong and when they do, we want to put them right quickly, fairly, and transparently.

This policy sets out our firm commitments at every stage of the complaints process, including your right to seek independent resolution if we are unable to resolve your complaint.

How to raise a complaint

You can contact us using any of the methods below. Our online form is the fastest route as we automatically capture your account details.

Method	Details
Email	help@hosted.co.uk — include your name, address, and account number
Phone	03330 323 333 — Monday to Friday, 9am–5:30pm
Post	Hosted Business Ltd, Ridown Building, Fulcrum 2, Solent Way, Whiteley, Fareham, PO15 7FN

What to include in your complaint

To help us handle your complaint promptly, please provide:

- Your full name, address, and account number
- A clear description of the issue, including relevant dates
- Copies of any supporting documents or correspondence, if available
- What outcome you would like — for example, an apology, a refund, or a service fix

Our complaints process

Once we receive your complaint, it will be handled by a dedicated member of our specialist complaints team. The stages and timescales below are firm commitments, not targets.

Stage	Our commitment	What you receive
Complaint received	Acknowledgement within 1 working day, including a unique reference number	Email with case reference and handler contact details

Stage	Our commitment	What you receive
Investigation underway	Dedicated handler assigned; you will be kept informed of any delays	Direct contact details for your handler
Response issued	Full written response within 14 calendar days of receipt	Written response by email
Escalation requested	Acknowledged within 1 working day; reviewed by senior manager within 7 calendar days	Written outcome from a named senior manager by email
Deadlock or 8-week limit reached	Final Position Letter issued without delay; Ombudsman rights explained	Final Position Letter by email

Stage 1 — Acknowledgement (within 1 working day)

We will acknowledge your complaint within 1 working day of receiving it. Your acknowledgement will include:

- A unique complaint reference number to use in all future correspondence
- The name and direct contact details of your dedicated handler
- Confirmation of the details we hold and any additional information we need from you

Stage 2 — Investigation and response (within 14 calendar days)

We will complete a full investigation and issue a written response within 14 calendar days of the date we received your complaint. If exceptional circumstances mean we need more time, we will write to you before the 14-day deadline to explain why and provide a revised date. In all cases, we will provide a written response within 8 weeks of the date your complaint was received.

Stage 3 — Escalation

If you are not satisfied with our response, you may request an escalation to a senior manager. To request an escalation:

- Contact us by any method listed in section 2, quoting your complaint reference number
- Tell us why you remain dissatisfied and what resolution you are seeking

We will acknowledge your escalation request within 1 working day and issue a written outcome from a named senior manager within 7 calendar days of receiving your request.

Deadlock and Final Position

What is a Final Position Letter?

A Final Position Letter is our formal written confirmation that we have completed our internal complaints process.

It confirms the furthest position we are able to reach in resolving your complaint and sets out your right to refer the matter to the Communications Ombudsman for independent review.

We will issue a Final Position Letter in either of the following circumstances:

- We have completed our investigation and cannot offer a resolution that satisfies you (deadlock); or
- Your complaint has been open for 8 weeks from the date it was first received, regardless of the stage it has reached.

If we reach a final position before the 8-week point, we will issue the Final Position Letter at that time. We will not use the 8-week period to delay a decision we have already reached.

The Final Position Letter will include:

- Our final decision and the reasons for it
- A summary of the steps taken during our investigation
- Confirmation that our internal process is complete
- Your right to refer the matter to the Communications Ombudsman
- The Ombudsman's contact details and the applicable time limits for referral

Independent dispute resolution — Communications Ombudsman

If you remain dissatisfied after receiving our Final Position Letter, or if your complaint has been open for more than 8 weeks without a Final Position Letter, you have the right to refer your complaint to the Communications Ombudsman. This service is free of charge and completely independent of Hosted Business Ltd.

Communications Ombudsman

P.O. Box 730, Warrington, WA4 6WU

Phone: 0330 440 1614

Email: enquiry@commsombudsman.org

Website: www.commsombudsman.org

You must refer your complaint to the Ombudsman within 12 months of receiving our Final Position Letter. We will cooperate fully with any Ombudsman investigation and comply with any binding decision issued.