GO CLOUD COMMUNICATIONS LTD is an independent company that delivers communications services to business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So, we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong.

We take customer complaints very seriously and aim to resolve them quickly and efficiently. If you have a complaint about any part of our service, please contact our Customer Service Team using one of the following.

By email: complaints@gocloudcom.co.uk

By letter: Go Cloud Communications Ltd, Complaints Department, 124 City Road, London, EC1V 2NX

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint. We will try to resolve your complaint quickly and efficiently, and to keep you always informed.

We normally aim to resolve complaints within 28 working days but, depending on the nature of the complaint, this is not always possible, and our policy is to provide a final response within 8 weeks. However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the Managing Director.

If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached "deadlock" you can request details of our alternative dispute resolution provider.

If you have any questions about our complaint procedure, please contact us at the earliest opportunity.