

Complaints Policy

At Interm IT we are committed to providing high-quality IT services to educational institutions. However, we understand that there may be occasions where our clients are not fully satisfied with our services. We take all complaints seriously and are dedicated to resolving them promptly and effectively.

Customers are expected to ensure they have taken all reasonable steps to address their concerns before lodging a formal complaint. This includes allowing sufficient time for tasks to be completed, following all provided instructions, communicating their requirements in an auditable format and utilising available resources and support channels. By doing so, we can work together more effectively to find a satisfactory resolution. This policy ensures that both parties have fulfilled their responsibilities, fostering a fair and cooperative resolution process.

1. Definition of a Complaint:

A complaint is defined as any expression of dissatisfaction from a school regarding our services or interactions with our company.

2. How to submit a Complaint:

Clients can submit complaints through the following channels:

By phone: 01763 272765

By email: complaints@intermit.co.uk

3. Complaint Handling Procedure:

Upon receiving a complaint, we will follow these steps:

- Acknowledgement: We will acknowledge receipt of the complaint within 72 working hours.
- Investigation: Our dedicated team will thoroughly investigate the issue raised.
- Resolution: We will strive to resolve the complaint. If the issue requires more time for investigation, we will inform you and provide regular updates on the progress.
- Communication: Throughout the process, we will maintain open communication with the client, keeping them informed of the status and any developments.
- Escalation: If the complaint cannot be resolved at the initial level, it will be escalated to the appropriate member of senior management for further investigation and resolution.

4. Client Feedback:

Once the complaint has been resolved, we will invite the school to provide feedback on the resolution process. This feedback will help us improve our services and prevent similar issues from occurring in the future.

5. Confidentiality:

All complaints will be handled with the utmost confidentiality. Information regarding the complaint and its resolution will only be shared with individuals directly involved in the resolution process.

6. Continuous Improvement:

We are committed to learning from every complaint we receive. Our goal is not just to resolve individual issues but also to identify areas for improvement in our processes and services.

7. Review and Revision:

This complaints policy will be regularly reviewed and updated to ensure its effectiveness and relevant to the needs of our clients and the education sector.

By implementing this complaints policy, we aim to demonstrate our dedication to customer satisfaction and continuous improvement in our services to our schools, academies and trusts.

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