

Poundbury Systems Ltd Code of Practice

About Us

Poundbury Systems Ltd is an IT Services company based in Dorset. Our core focus is aimed at the Business client for managed services including Internet Service Provision, Voice over IP, Network Solutions, Hosting, desktop and server Managed Services and Cloud Computing. The domestic customer focus is on Internet Service Provision and Voice over IP products and services, although we don't prevent domestic customers from buying other services from us.

Poundbury Systems Ltd is a company registered in England and Wales with Company Registration Number: 4245291

Registered Office:

Emeria House
71–73 Middlemarsh Street
Dorchester
Dorset
DT1 3FD
01305 259849
enquiries@poundbury.com
www.poundbury.com

VAT Registration Number: 785 0631 17

Customer Service

Poundbury Systems Ltd aims to provide and maintain a very high level of customer service. This Code of Practice details the procedure to lodge a complaint should you think that we have not reached the standards expected.



Terms and Conditions

All transactions are subject to our Terms and Conditions which can be found on our website at www.poundbury.com, we recommend that clients read through them carefully prior to sign up.

Contract Conditions

Our contracts have differing minimum terms, depending on the product range and the cost options selected. Contract length is clearly defined in any pricing options and Q&A materials.

Cancellation of Contract

Our contracts can be cancelled subject to any minimum term by e-mailing support@poundbury.com or by writing to our registered address above.

Acceptable Use Policy

Poundbury Systems offers an acceptable use policy for users of services provided which is shown on our website at www.poundbury.com

Compensation and Refunds

Any requests for compensation and refunds will be investigated and dealt with as individual cases and will depend on the level of service supplied and circumstances involving the request.

Pricing

Poundbury Systems Ltd standard pricing list is available on request by calling 01305 259849. Unless otherwise stated all prices are quoted excluding VAT.

Invoices are normally submitted on a monthly basis and payments are due in advance of services being delivered.

If payments are late or have been refused Poundbury Systems Ltd reserve the right to suspend or terminate services supplied.



Complaints

Customer Service is paramount to Poundbury Systems Ltd and any complaints will be dealt with immediately where possible. Please call with your issue on 01305 259849. If the sales or technical team are unable to resolve any complaints you have please write in full to:

Mrs Clare Jenkins
Poundbury Systems Ltd
Emeria House
71-73 Middlemarsh Street
Dorchester
Dorset
DT1 3FD

Any formal complaints received will be investigated and we will respond within 3 working days. Please include a brief explanation and any history surrounding your complaint to enable us to deal with it in a professional and prompt manner.

In the event that the investigation of the complaint takes more than 3 days we will keep you informed of our progress and any issues that may arise.

Alternative Complaint Resolution

If a satisfactory resolution to your complaint has not been reached after an eight week period or we write to you to say that the situation has reached a 'deadlock', you may refer your complaint to Ombudsman Services of which we are a member.

You can write to Ombudsman Services at:

Ombudsman Services:
Communications
PO Box 730
Warrington
WA4 6WU

Tel: 0330 440 1614
Fax: 0330 440 1615



Alternatively you can telephone them on the number listed above, email enquiries@os-communications.org or visit their website at

<http://www.ombudsman-services.org/communications.html>

Code of Practice

This code of practice can be viewed on our website at www.poundbury.com or is available on request free of charge to all Poundbury Systems Ltd customers by calling 01305 259849. The code can also be requested in large print or audio format.

Additional Information

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom's Web site at http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf

Code of Practice 2018