

Code of Practice Regarding Complaint Handling

Updated May 2020

CritchCorp Computers Ltd is a provider of services such as websites, hosting, website security, broadband internet and telecommunication solutions for business and home customers across the UK.

The purpose of this code of practice

This guide has been developed to help you to understand the relationship you have as a customer of CritchCorp Computers Ltd. It will enable you to:

- Access summary details of our services
- Understand what you can expect from CritchCorp Computers Ltd after you have made a purchase or registered for a service
- Find out how to contact us

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

How to contact CritchCorp Computers Ltd

Customer Services & Sales	
Phone	0800 612 1029
Website	https://www.cc-computers.com/
Email	customer.services@cc-computers.com

Our Customer Services department is open Monday to Friday from 9am to 5:30pm. We are closed on weekends and bank holidays. Calls are free from a landline. Tickets can be submitted 24 hours a day 7 days a week, however we do not guarantee a response outside of normal working times.

Accounts Department	
Phone	01344 989897
Website	https://store.cc-computers.com/
Email	accounts@cc-computers.com

Our Accounts department is open Monday to Friday from 9am to 5:00pm. We are closed on weekends and bank holidays. Calls are charged at local rate.

Account Cancellations

To cancel your account, please either call or email quoting your account username. We will require all cancellation requests to be submitted as a written request in the form of an email or if you cannot access the Internet send the same details in a letter to our main office address shown. You can also cancel individual services from your account at <https://store.cc-computers.com>.

Phone: 01344 989897

Email: accounts@cc-computers.com

CritchCorp Computers Ltd

132 – 134 Great Ancoats Street

Manchester

M4 6DE

Most of CritchCorp Computers Ltd.'s services do not have a minimum contract period but for those that do, we would be happy to discuss your requirements. A summary of our minimum service contract periods are:

- Shared Hosting: 1 Month
- Dedicated Servers: 1 Month
- Virtual Services: 1 Month
- ADSL Internet: 1 Month
- FTTC Internet: 12 Months
- PSTN Line Rental: 1 Month
- ISDN 2 Line Rental: 12 Months
- ISDN 30 Line Rental: 12 Months
- Leased Line Rental: 12 Months

All services can have a promotional offer with a different minimum term. These terms apply unless otherwise stated.

Some services take a little time to cancel, as they require us to work with special industry processes (such as ADSL). When you cancel your service, we aim to advise you of the time period from us receiving your cancellation request to the time at which the service is withdrawn. During this period, you remain liable for the costs of any services we provide. Usual cancellation will require 30 days' notice.

You may also have entered in to a longer term contract for preferential pricing and those contracts will usually be 1, 2, 3 or 5 years. You will be bound by those contracts as we will be bound by contract to our suppliers (such as Leased Lines). Cancelling a contract before the minimum term will incur additional charges up to the contract maximum, usually a pro-rata amount will be charged to cover costs. You can request a quote for early termination to ensure you are aware of all charges incurred before cancelling a fixed term contract.

Disconnections and cancellation of services

We reserve the right to suspend or cancel your service within the contracted timescales - for example, if you do not pay your bill.

Complaints

If you would like to register a complaint, here are a number of different ways you can contact us:

By support ticket from your account at <https://store.cc-computers.com/>

By Email: You can e-mail us your complaint via customer.services@cc-computers.com.

By Phone: You can contact the Customer Care team directly on 0800 612 1029 from 9am to 5:30pm. We are closed on weekends and bank holidays.

By Letter: If you prefer to put the complaint in writing, you can send it to the following address:

CritchCorp Computers Ltd
132 – 134 Great Ancoats Street
Manchester
M4 6DE

What happens once we receive your complaint?

We will acknowledge all complaints received by letter, fax or e-mail within 24 working hours of receiving your complaint.

Order processing

All services can be ordered online via our website, or simply by calling our customer services team on 0800 612 1029. The time it takes to setup can vary depending on the service purchased. We will aim to confirm all new orders by email within 4 hours during normal office hours (Monday – Friday 9am to 5:30pm, excluding bank holidays).

Pricing

Up-to-date prices for our products and services are always available on our website (www.yesdomains.co.uk) or by calling our customer services team on 0800 612 1029.

Billing

We currently accept the following payment methods:

- Credit / Debit Card
- PayPal
- BACS
- Cheque (Approval required, fees may apply)

Fault Repair

Faults can be reported around the clock via email at support@cc-computers.com or through the control panel via a support ticket (<https://store.cc-computers.com/>). To report a fault to one of our representatives please call 0800 612 1029 during office hours. However unless otherwise stated in your service agreement, engineers only attend to faults in normal working hours (Monday – Friday 9am to 5:30pm, excluding bank holidays). Faults can occur on our Network, or another operator's network, as well as your own equipment. You can check for service affecting faults with our servers and our suppliers via the network status at <https://store.cc-computers.com/store/serverstatus.php> and via announcements at <https://store.cc-computers.com/store/announcements>.

If the fault is reported during normal working hours, we will try to establish the location of the fault. We may request that you carry out some simple checks to help us establish the cause of the fault. Repairing faults on our network is part of the maintenance cover we provide with our service. If the fault is not on our network then we may not be responsible for its repair.

We reserve the right to charge for any abortive work or visit arising from faults over which we have no control. Should an engineer need to visit your premises we will agree this with you.

Privacy

We take your privacy very seriously and we strictly follow the procedures laid down by the Data Protection Act of 1984, 1998 and 2018 (EU GDPR) to protect all user information. Our Privacy Policy sets out the personal information we collect about you and describes how we may use that information. No customer information will be intentionally used or distributed outside of CritchCorp Computers Ltd, unless required to provide you with our services. We will only share data that is required and with companies that share our philosophy for data privacy and obey the principles of the EU GDPR. We have a strict policy of not selling customer details to outside marketing agencies. Our privacy policy also contains details of how you can opt in and out of receiving our marketing information.

Access to our Code of Practice

Customers can access this code of practice from our website (<https://www.cc-computers.com/legaldocs/cc-code-of-practice.pdf>) or by requesting a copy to be posted or emailed to them.

Data Protection

We strictly follow the procedures laid down by the Data Protection Acts of 1984, 1998 and 2018 to protect all user information and with the EU GDPR for all clients in Europe.

General philosophy

CritchCorp Computers Ltd is a private limited company offering advanced Internet communications for business user but we also happy to support home users.

Our product range in very broad terms consists of:

- Broadband (ADSL, FTTC, and leased line Internet connectivity)
- Telecoms (Line rental & phone calls, SIP trunks, SMS and Fax to email)
- Hosting (shared, cloud, virtual and dedicated servers)
- Domain Names
- Website Security Services (SSL, Virus/Malware website Scanning and Spam/Virus email scanning)
- Online Backup
- Cloud Services
- IT hardware & software
- IT Network support

Customers of CritchCorp Computers Ltd can take advantage of our world class technical support with emails answered in minutes and telephone calls answered in seconds. Through the automation of a control panel, a large number of customers can configure their packages at any time or day or night, anywhere in the world, without the need to 'submit requests' for an operations engineer to action the request for them, allowing us to concentrate on improving the service further and focusing on new projects.

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003.

The code will be regularly reviewed in line with Ofcom's requirements. We value all feedback from our clients to this code of practice. Please email you comments to support@cc-computers.com.

Contacting related organisations

Office of Communications (Ofcom)

Ofcom Contact Centre

Riverside House

2a Southwark Bridge Road

London

SE1 9HA

Tel: 020 7981 3040

Fax: 020 7981 3334

Email: contact@ofcom.org.uk

Website: www.ofcom.org.uk