

# ADT COMPLAINT MANAGEMENT PROCEDURE

At ADT we are committed to providing excellent customer care, take all customers feedback very seriously and are continuously looking for ways to improve.

We know that from time to time we fall short to deliver the desired high level of service and as such this document is to outline the way you can raise a complaint if you are not happy with the service provided. We also explain our procedure and how we will work with you to manage your complaint with the aim of a satisfactory resolution.

## What is a complaint?

We consider a complaint to be dissatisfaction raised by one of our customers in regards to the product and/or services they have received.

## How can you complain?

**Call our Customer Service Centre  
24 hours a day  
0344 800 1999**

**Email our Customer Solutions Team at  
ADTUK.customersolutions@tycoint.com**

**Write to our Customer Solutions Team  
Customer Solutions Department**

PO BOX 4138  
Manchester  
M1 4HD

Opening hours:  
9am – 5pm Monday to Friday

## Level 1 Customer Service Centre

Contact one of our customer service advisors on **0344 800 1999** to inform us of your complaint. Our advisors are trained to resolve your complaint to your satisfaction as quickly as possible.

## Level 2 Customer Service Team Manager

If you are unhappy with the resolution you have received from the Customer Service Centre, please raise your concerns with one of our Customer Service Team Managers who will further investigate your complaint.

## Level 3 Customer Solutions Team

Should you remain unhappy, contact our Customer Solutions Team who will manage your query through to resolution. You can email them at: **ADTUK.customersolutions@tycoint.com**

We endeavour to resolve all complaints over the phone and as quickly as possible. Certain complaints, however, might require further information and then the investigation of such complaint might take longer. Our aim is to resolve all complaints within 5 working days.

## Level 4 Director's Office

Should your complaint not be resolved within 20 working days, we will escalate the complaint to the Director's Office who will then deal with the complaint. Should your complaint reach Level 4, you can contact our Director's Office directly at: **Adtuk.directorsofficecomplaints@tycoint.com**



A Tyco Business