



Time for Feedback!

If you have any suggestions, comments or complaints, please let us know.

Our staff are available to call on 028 9035 6600

**Alternatively, you can arrange an appointment with our ICT & Compliance
Manager**

At Usel, we will deal with your complaint quickly.

We will respond within 2 working days, or if you prefer a written response, we will write to you within 10 working days at the latest.

If you write to us we will acknowledge your letter by return post & you will have a full response within 10 working days.

If you remain dissatisfied, please contact us either verbally or in writing with full details of the issue:

**ICT & Compliance Manager
Usel
182-188 Cambrai Street
Belfast
BT13 3JH
Tel: 028 9035 6600
Fax: 028 9035 6611**

Email: complaints@usel.co.uk

If we have been at fault....

Usel's aim is to provide a first-class service to our users, and do everything we can to ensure your satisfaction.

However, if you feel we have fallen short of this standard, we will offer an explanation and discuss with you what we can do. We will also take steps to make sure that the same problem does not happen again.

Please, do not hesitate to get in contact:

**Website: www.usel.co.uk
Email: info@usel.co.uk**

Complaint Procedure

If you have a complaint about any aspect of our service, you can write or talk to one of our staff.

Your complaint will be dealt with in confidence. If you require further information as to how your complaint will be dealt with, ask one of our staff for a copy of our complaints procedure.

We value your feedback!

Full Name: _____

Address: _____

Postcode: _____

Home Telephone: _____

Mobile Telephone: _____

Email: _____

How would you like us to contact you? _____

Suggestions/Comments/Complaints:

If you have a complaint, what would you regard as a reasonable remedy to your complaint?

What date did the action complained about occur? _____