



Complaints Procedure

We want every single one of our customers to be happy with our service. However, we know that even though we try our best, we won't always get it right. If we haven't met or exceeded your expectations, we want to know about it. We will look into your complaint in a timely manner and with respect. We would like the opportunity to put things right.

Speak to us

Come and talk to us. Explain what the problem is and give us the chance to put things right. In most cases we will be able to resolve the issue very quickly.

Write to us

If you have spoken to us and you are still unhappy with the result, then please put your complaint in writing to us at: The Computer Studio, Croft Road, Crowborough, East Sussex, TN6 1DL. We will look carefully at your complaint and take advice if necessary. We will respond in full within 14 working days.

Still unhappy?

We sincerely hope that we never get to this stage. However, if after talking to us and writing to us you still feel you have a valid complaint that we have not resolved to your satisfaction, we would be happy to give you details on our local Trading Standards Office or the Citizens Advice Bureau, so that you can take advice on your personal situation.

Alternatively, as a Which? Trusted trader we use Ombudsman Services Ltd for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted Traders in the first instance on 0117 981 2929.

Company Information

Speak IT Limited is a limited company incorporated in England, established in 1996.

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Public and Employers liability insurance held