



Complaints Policy

Refresh Technology Group Ltd

Website: www.refreshtechnologygroup.co.uk

Last updated: 26 August 2026

1. Our Commitment

At Refresh Technology Group, we aim to provide a professional, reliable and transparent service.

We understand that occasionally things may not go as planned. If you are unhappy with any aspect of our service, we want to know.

We take complaints seriously and will deal with them fairly, respectfully and as promptly as reasonably possible.

Our aim is to:

- Listen to your concerns
- Understand what has happened
- Investigate the matter fairly
- Keep you informed
- Put things right where appropriate
- Learn from complaints and improve our service

2. What Can You Complain About?

You can make a complaint about any aspect of our service, including:

- Customer service
- Communication
- Clarity of information
- Advice or recommendations
- Sales or quotation process

- Billing or charges
- Installation or implementation
- Technical support
- Service management
- Delays
- Website or online services
- Privacy or data protection
- A third-party service arranged through Refresh Technology Group

If your complaint relates to a third-party supplier, we will explain where responsibility sits and, where appropriate, assist you in raising the matter with the relevant supplier.

3. How to Make a Complaint

You can make a complaint using the following contact details:

Refresh Technology Group Ltd

Email: info@refreshtechologygroup.co.uk

Telephone: +44 (0) 7985 151 784

Website: www.refreshtechologygroup.co.uk

Registered office: 133 Stoneleigh Avenue, Enfield, London EN1 4HH

You can make your complaint verbally or in writing.

Where possible, we recommend submitting your complaint by email so that there is a clear record of the issue.

4. Information to Include

To help us investigate your complaint, please provide as much information as reasonably possible, including:

- Your name
- Company name
- Contact details
- Relevant service or product
- Date of the issue
- Details of what happened
- Any relevant reference, order or account number
- What you believe went wrong
- What outcome you would like us to consider

You do not need to provide all of this information before making a complaint. We will ask for anything further that we reasonably need.

5. What Happens When We Receive Your Complaint?

Once we receive your complaint, we will:

1. Acknowledge receipt where appropriate.
2. Review the information you have provided.
3. Investigate the circumstances of the complaint.
4. Contact you if we need additional information.
5. Liaise with relevant suppliers or partners where necessary.
6. Consider what action, if any, should be taken.
7. Provide you with the outcome of our investigation.

We will aim to resolve complaints as quickly as reasonably possible.

6. Investigation

Depending on the nature and complexity of the complaint, we may need to:

- Review communications
- Review quotations, orders or agreements
- Check service records
- Review technical information
- Speak with members of our team
- Contact relevant suppliers
- Review relevant policies or procedures

We will investigate complaints objectively and will not make assumptions before the relevant information has been considered.

7. Response Times

We aim to acknowledge complaints promptly and provide a substantive response as soon as reasonably possible.

For straightforward complaints, we will aim to provide a response within 10 working days.

Where a complaint is more complex or requires information from a third-party supplier, the investigation may take longer.

If we need additional time, we will explain the reason and, where possible, provide an expected timeframe for the next update.

8. Third-Party Suppliers

Refresh Technology Group works with a number of technology and service providers.

Where your complaint concerns a service provided directly by a third party, we may need to refer the matter to that supplier.

This may apply to areas such as:

- Broadband and connectivity
- Telecommunications
- Hosted communications
- Cloud services
- Security systems
- Backup services
- Utilities
- Payment services
- Other third-party products or services

We will make reasonable efforts to assist you and communicate with the relevant supplier where appropriate.

However, the supplier's own complaints process, terms and service conditions may also apply.

9. Escalating a Complaint

If you are unhappy with the outcome of your complaint, please contact us and explain why you believe the matter has not been satisfactorily resolved.

We will review the complaint again where appropriate and consider any additional information you provide.

Where a third-party supplier is responsible for the service, we may provide details of the supplier's escalation or complaints process where available.

10. Complaints About Data Protection or Privacy

If your complaint concerns how we have handled your personal information, please contact us at:

Email: info@refreshtechologygroup.co.uk

We will investigate the matter in accordance with applicable UK data protection legislation and our Privacy Policy.

You also have the right to complain to the Information Commissioner's Office (ICO) if you remain dissatisfied with how your personal information has been handled.

ICO website: ico.org.uk

11. Keeping Records

We may keep records of complaints and how they were handled.

This helps us:

- Monitor service quality
- Identify recurring issues
- Improve our processes
- Train our team
- Meet legal and regulatory requirements where applicable

Personal information contained within complaint records will be handled in accordance with our Privacy Policy and applicable data protection legislation.

12. Confidentiality and Fair Treatment

We will treat complaints confidentially and fairly.

We expect everyone involved in the complaints process to communicate respectfully.

We will not treat you unfairly simply because you have made a genuine complaint.

13. Malicious or Abusive Complaints

We will always aim to listen to genuine concerns.

However, we reserve the right to take appropriate steps where communications are abusive, threatening, deliberately misleading or unreasonably excessive.

This does not prevent a customer from raising a genuine concern or exercising their legal rights.

14. Learning From Complaints

Complaints provide an opportunity to identify where we can improve.

Where appropriate, we will use information from complaints to review:

- Our processes
- Customer communications
- Supplier management
- Service delivery
- Technical procedures
- Training
- Website information

Our objective is not simply to resolve an individual complaint, but to learn from it and improve the experience for future customers.

15. Changes to This Complaints Policy

We may update this Complaints Policy from time to time to reflect changes to our business, services, procedures or legal and regulatory requirements.

The latest version will be published on our website with the relevant “Last updated” date.

16. Contact Us

If you have a complaint or would like further information about our complaints process, please contact us.

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Company number: 17048167

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Business Clarity. Better Technology. Better Business.