

Complaints Procedure (February 2022)

At Digidentity, we are committed to providing the best products and services that we can, to all our clients. If you are dissatisfied with our products or services, then please get in touch with us.

Complaint Process

- [1] If you have a complaint, please send an e-mail to the Service Desk. Service Desk will respond to your complaint within 14 working days of receipt.

- [2] If the Service Desk are unable to assist you in the resolution of your complaint, you can ask the Service Desk Agent to escalate it to a Team Leader. The Team Leader can receive your complaint by e-mail, chat or telephone. The Team Leader will respond to your complaint within 14 working days of receipt.

- [3] If the Team Leader is unable to assist you in the resolution of your complaint, you can ask, or the Team Leader may suggest, escalating the complaint internally to the Service Delivery Manager. The Service Delivery Manager will receive a copy of your complaint via e-mail and will always respond via e-mail. Via the Team Leader, the Service Delivery Manager;
 - [a] will acknowledge the receipt of your complaint (in writing) as soon as it is possible;
 - [b] may request additional documentation and/or information and will acknowledge the receipt of this documentation and/or information (in writing);
 - [c] will respond to your complaint within 30 days of receiving complete information.

Contact Details

You can contact Service Desk with your initial complaint via the following methods;

E-mail: helpdesk@digidentity.co.uk for UK Service Desk.