



**Fusion BPO Services Pvt Ltd**  
UK

# Complaints Handling Procedure

Version #: 1.0

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**IN ACCORDANCE WITH –**

General Data Protection Regulation (EU GDPR)

**PREPARED FOR –**

Fusion BPO Services Ltd., UK

**PREPARED BY –**

Compliance Officer – IT Security

**REVIEWED & APPROVED BY:** CTO and Director

Version #	Date	Author	Change History
1.0	20 <sup>th</sup> Jan 2021	Compliance Officer – InfoSec	Initial Draft

## Complaints Handling Procedure

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At Fusion BPO Services Ltd, we treat complaints seriously as we want to ensure you receive the highest standards of service.

We can reassure you that every complaint is taken very seriously and dealt in accordance with the GDPR legislation and Data Protection Act 2018, and with our internal complaint's procedure, which are designed to resolve your concerns quickly and efficiently.

### How Can I Make A Complaint?

Write to: Fusion BPO Services Ltd, 23 Guernsey Place, Three Mile Cross, Reading, RG7 1FZ

E-mail: [compliance@fusionbposervices.com](mailto:compliance@fusionbposervices.com)

Tel: 01582 763 090

### What Happens Next?

Your complaint will be logged on our compliance system and allocated to a member of the Compliance Team to investigate.

You will receive an acknowledgment either in writing or by e-mail within 5 working days of receipt.

Depending on the nature of your complaint:

- Within 28 days, after receipt of a complaint, we will send to you either:
- A written reply to your complaint, what we have done to resolve it and what to do if you are not happy with the outcome.
- An update to your complaint, what we are doing to try and resolve it and what the timescales are likely to be.
- A decision that we have not upheld your complaint and what you can do to escalate it if you are **not happy**.

Under the GDPR regulations we must complete your subject access requests within 30 days. We always aim to complete any complaints within this timescale too.

Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept.

Appropriate redress will not always involve financial redress.

If you are not satisfied with our response, or if a complaint is not resolved after 30 days, you may refer the complaint to The Information Commissioners Office – <https://ico.org.uk/concerns/> or call their helpline on 0303 123 1113.

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