

CUSTOMER INFORMATION SHEET

CUSTOMER COMPLAINTS PROCEDURE

At Connect Saint Helena Ltd we are committed to providing the best possible service to all of our customers all of the time. However, we are human and there may be occasions when we get something wrong. If we can't resolve the problem through the usual channels, our customers have recourse to a formal complaints procedure

Our aim is to resolve any problems as quickly as possible and to understand what went wrong so we can avoid the same problems in future.

If you feel that we have done something wrong and wish to make a formal complaint, this is how to do it and how we will work with you to resolve the problem:

Step 1 - Tell us !

You can make your complaint in any of the following ways:

- by telephone 22255
- In writing to: Customer Administrator, Connect Saint Helena, Seales Corner.
- By e-mail to: enquiries@connect.co.sh
- In person at Seales Corner.

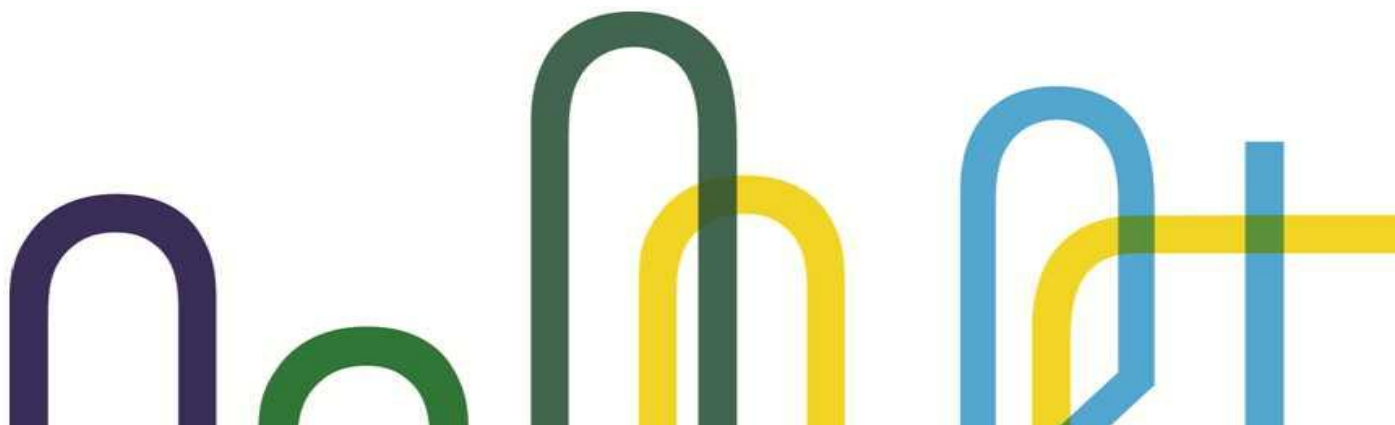
Please ensure that you tell us your name and give a telephone number or e-mail address where you can be contacted.

When we receive your complaint, we will acknowledge it by telephone, e-mail or letter within **5 days**. We hope that most complaints can be resolved quickly and easily by our department managers and this will be the end of the matter. Connect Saint Helena Ltd will provide you with a personal contact at each stage of the complaints procedure.

Step 2

Some complaints cannot be resolved immediately and may be referred to our Operations Director or another senior Manager to investigate. We may also refer cases to our legal advisors to handle directly. In all cases we will tell you who is dealing with your complaint and you can expect an initial response within 10 days.

In some cases our legal advisors may require additional time and in this case we will advise you of when you can expect to receive a response.



Step 3

When you receive a response to your complaint if you feel that the complaint has not been resolved to your satisfaction, you may ask to speak to the CEO.

Please understand that in cases that have been referred to our legal advisors, it may not be possible for the CEO to meet with you. In all other cases, arrangements will be made for you to meet in person within **5 days** of your request. This meeting can be either at Connect Saint Helena Offices or by home or site visit.

The CEO will work with you to resolve your complaint.

Following a review of your complaint, the CEO will formally write to you within 5 days setting out our final position.

SUMMARY

	Action	Who is responsible	Response Target	Outcome
Complaint Received				
Stage 1	Details recorded	Dept Manager	5 days	Resolved or refer to stage 2
Stage 2	Passed to Operations Director or a Senior Manager	Operations Director / Senior Manager	10 days	Resolved, passed to legal or refer to Stage 3
Stage 3	Pass to CEO,	CEO	5 days	Resolved or Unresolved