



**Mellow Marsh Software Ltd.**

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Willenhall

West Midlands

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+44 (0) 7929 339104

E-mail: [admin@mellowms.co.uk](mailto:admin@mellowms.co.uk)

Web: <http://www.mellowms.co.uk>

## Policy

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### **Mellow Marsh Software Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers**

#### **1: Introduction**

Mellow Marsh Software is focussed to provide high-performance broadband, leading-edge web design, high-security enterprise web hosting and secure network solutions for businesses and individuals. Established in 2000, Mellow Marsh Software's network drives broadband to its full potential. State of the art Web Design services and web Content Management Systems, protected in high-security facilities are utilised by Enterprises and UK Government agencies.

#### **2: Contact details**

Mellow Marsh Software Ltd.

341 Stroud Avenue

Willenhall

West Midlands

WV12 4TL

Customer service phone number: 0845 8682656 / 07929 339104 (Monday – Friday, 9am – 5pm when the office is open. Please see the "contact us" section of the website for office closures).

Customer service e-mail: [support@mellowms.co.uk](mailto:support@mellowms.co.uk)

Web site: <http://www.mellowms.co.uk>

#### **3: Terms and conditions, including prices and tariffs**

Our services

Broadband Internet connections, secure website hosting and website design.

As listed, amended and updated from time to time on our website at: <http://www.mellowms.co.uk>

Access

Contact us by telephone on 0845 8682656 / 07929 339104 or via the details on our website:

<http://www.mellowms.co.uk>

Pricing information

Prices are available online at: <http://www.mellowms.co.uk> or via telephone/email (see above).

Contract conditions

Available online at: <http://www.mellowms.co.uk> - standard broadband contract period is three months. Termination can be via telephone or email (see above).

#### **4: Customer service**

Compensation or refund policy

Any refunds due will be made either via BACS or cheque.

Complaint handling process

Contact us by telephone on 0845 8682656 / 07929 339104 or via the details on our website:

<http://www.mellowms.co.uk>

All complaints will be reviewed and process by a Customer Services Manager. If you wish to escalate any stage of the process then please ask to speak to a Director.

Alternative dispute resolution procedure

If we have not resolved your complaint to your satisfaction after 3 months or if you have received a letter from us saying that your complaint has reached deadlock, you may make a complaint through Otelo, an independent alternative dispute resolution scheme. We can provide you with details of this service - please see section 6.

#### **5: How to obtain this Code of Practice**

This Code of Practice is published on our Web site at <http://www.mellowms.co.uk> . Additional copies are available on request and free of charge to any domestic and small business customer.

#### **6: Contact details of related organisations**

Otelo

PO Box 730

Warrington

WA4 6WU

Telephone 0845 050 1614

or 01925 430 049

E-mail [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

Web site: <http://www.otelo.org.uk>