



GEOXPHERE

COMPLAINTS PROCEDURE

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2. PURPOSE

We are committed to providing high-quality services and delivering excellent customer service. However, we understand that sometimes things may go wrong. This policy outlines how we handle customer complaints and ensure they are addressed promptly and effectively.

3. SCOPE

This policy applies to all customers subscribed to one of our services and covers complaints related to service quality, technical issues, billing, customer support, and any other aspects of our services.

4. HOW TO MAKE A COMPLAINT

If you are dissatisfied with any aspect of our services, you can raise a complaint via the following channels:

- Email: support@geosphere.com

- Phone: 01256 586 061

Please provide your contact details and a clear description of the issue, including any relevant screenshots or documentation.

5. COMPLAINT HANDLING PROCESS

1. Acknowledgement: We will acknowledge your complaint within 2 working days of receipt.
2. Investigation: A dedicated member of our team will investigate the complaint. This may involve liaising with technical teams, customer service, or billing departments. If the complaint is directed at a Director then the two other Directors will handle it.
3. Resolution: We aim to resolve complaints within 10 working days. If additional time is needed, we will notify you and provide an expected resolution date.
4. Response: Once the investigation is complete, we will provide a detailed response, outlining the outcome and any corrective actions taken.

6. ESCALATION PROCESS

If you are not satisfied with the resolution, you can request for your complaint to be escalated. A Director will review your case and provide a final response within 5 working days.

7. RECORD KEEPING

We will keep a record of all complaints, including details of how they were handled and resolved. This helps us to monitor performance, identify patterns, and improve our services.

8. CONTINUOUS IMPROVEMENT

Customer feedback, including complaints, is vital for improving our services. We regularly review complaints to identify areas for improvement and prevent future issues.

9. CONTACT INFORMATION

For any queries regarding this policy or to follow up on a complaint, please contact us at:

- Email: support@geosphere.com

- Phone: 01256 586 061