



Real Terryo Feedback

Complaints and Suggestions, Comments.

Real Terryo Live Group takes all feedback very seriously this is why we have two Different Email Addresses to one for General complaints' Complaints@realterryoradio.co.uk and the other once is Customer.Service@realterryoradio.co.uk and this is for Suggestions and Comments.

1.1 At Real Terryo Live Group we try our best to keep all Customers and Service Users happy. However, if You have already submitted a support ticket and Your complaint has not been resolved to Your satisfaction, or have called the support team and Your call has not been dealt with to Your satisfaction ,then please follow the steps below in order to escalate the issue;

1.2 Stage 1: contact us, putting your complaint in writing to the Complaints Department, at:
Complaints@realterryoradio.co.uk

1.3 Stage 2: we will respond to your complaint, following receipt of your email. Our Complaints Department will thoroughly investigate any issues raised and propose a course of action for resolution. You should receive our response within

Low Priority - Up To 365 Days Medium Priority – Up To 80 Days High Priority – Up To 30 Days of us receiving your letter;

1.4 Stage 3: if, following our response to You, You consider your complaint still unresolved to your satisfaction, please put your complaint in writing to our Managing Director at: Complaints@realterryoradio.co.uk

1.5 Stage 4: on receipt of your complaint to the Managing Director, the matter will be thoroughly investigated and we will respond proposing a course of action for resolution. You should receive the Managing Director's response within 14 days of our receipt of your escalation letter.