

# Support Services Policy

**Effective Date:** 2024-01-08

**Policy Version:** v1.0

## 1. Policy Statement

Flo Backoffice Solutions Limited is committed to providing exceptional support services to all our customers and stakeholders. This policy outlines the procedures and guidelines for accessing and utilising our support services to ensure efficient, timely, and effective resolution of issues and enquiries.

## 2. Scope

This policy applies to all users of Flo Backoffice Solutions Limited products or services, including but not limited to our customers, employees, and third-party partners.

## 3. Support Channels

- **Email Support:** support@flo.co.uk
- **Phone Support:** 01827 438065
- **Live Chat:** Available on our website Flo.co.uk and in the Flo application.

## 4. Availability

Our standard support hours are from 08:00 to 18:00, Business days. Support requests received outside these hours will be addressed the next business day.

## 5. Response Time

We aim to respond to all support requests within 2 working hours, depending on the complexity and nature of the request.

## 6. Prioritization of Requests

Support requests are categorised and prioritised as follows:

- **P1:** System outages or significant disruptions of service.

- **P2:** Issues significantly impacting performance or user experience.
- **P3:** General enquiries and minor issues not impacting system performance.
- **P4:** Enhancement requests or non-urgent queries.

## **7. Escalation Procedure**

If an issue cannot be resolved by the initial support representative, it will be escalated to senior support staff or specialised teams according to the nature of the issue.

## **8. User Responsibilities**

Users are expected to:

- Provide detailed information about their issue or enquiry.
- Cooperate with support staff for troubleshooting and resolution.
- Follow guidelines and procedures outlined in Flo BackOffice Solutions Limited's user documentation.

## **9. Feedback and Continuous Improvement**

We welcome feedback on our support services at [support@flo.co.uk](mailto:support@flo.co.uk). Continuous improvement is vital to us, and user feedback is a key part of this process.

## **10. Policy Review and Modification**

This policy is subject to review and amendments. Changes will be communicated through our marketing channel.