



CONTACT YOUR
DEDICATED CUSTOMER
SERVICE TEAM

0344 770 6000

**CUSTOMERSERVICES@
CHESSICT.CO.UK**

Customer Charter

Our Promise to You

We want to make sure that Chess is truly 'a great place to be a customer', and that's why we're passionate about our promise to you.

- Calls answered in less than two minutes
- 24 hours email response time

Escalation

Should you feel that you need to escalate any issues please see below.

2 HOURS

Customer Support Team Leader

Rodney LeFondre

rodneylefondre@
ChessICT.co.uk

0800 688 8804

8 HOURS

Head of Customer Support

Michael Leighton

michaelleighton
@chessict.co.uk

0330 159 8035

24 HOURS

Customer Services Director

Emma Stott

emmastott
@chessict.co.uk

0330 159 8034

48 HOURS

The Directors Office

directorsoffice@
chessict.co.uk