

Complaints Process

If you would like to make a complaint, then please contact us on 0800 7720000 and ask to speak to one of our Customer Services team and often they can resolve the problem forthwith. Please call between 09:00 and 17:30 Monday to Friday in order to lodge a complaint.

Alternatively, if you would like to raise your complaint in writing then please do so, addressed to "Customer Services" and using our contact address.

Information Required

We will need a number of pieces of information in order to progress your complaint:

- Account Number
- Company Name
- Your full name and address
- Nature of the complaint

We will endeavour to resolve the complaint when you initially contact us, however, certain types of complaint may take longer to resolve in which case we will confirm receipt of your complaint within seven days and endeavour to resolve any points raised in the complaint within 14 working days. We would recommend that you provide as much information as possible as to the nature of the complaint in order to enable us to resolve it as readily as possible.

Escalation

If you are not happy with the response you receive from our Customer Services, then please feel free to escalate the issue to our Customer Services Manager, who can be contacted through the same customer services phone number detailed above or in writing. In the event that you are not satisfied with the response from the Customer Services Manager, then please feel free to escalate the issue to our Managing Director, who can be contacted through the same customer services phone number detailed above or in writing. If we are unable to resolve your complaint satisfactorily, we will issue a "deadlock" letter so that you may make a complaint through Ombudsman Services, an independent Alternative Dispute Resolution (ADR) scheme. We can provide you with details of this service. Alternatively, if more than three months has passed since you first made your complaint, please contact the ADR scheme directly.

Consumers and Small Businesses

The Ombudsman Services is a free service that deals with complaints by residential and small business customers against member telecommunications companies. To make a complaint please visit ombudsman-services.org.
