

## How to Complain About Our Service

This Complaints Code applies only to domestic and small business customers (businesses with less than 10 employees). It provides you with information about how to direct your complaint to us and explains how we handle your complaint at different levels once received. At timetalk, we take every complaint very seriously and will do our best to resolve any complaint to your satisfaction as quickly and as effectively as we can. Your complaints give us a chance to put things right and help us improve our service to other customers in the future.

### How Do I Make a Complaint?

Our customer service advisors are trained to resolve customer complaints as soon as they become aware of them and they should be the first people you contact. You can do this by telephoning us on 01282 214 555. Our lines are open Monday-Friday 9am-8pm and Saturday 10am-4pm and are charged at the standard geographic rate. We will do our best to resolve any issues you have there and then.

### How Can I Take the Matter Further?

If you don't feel that your complaint has been resolved after talking with our customer service team, you may escalate it to a **team manager**. If one is available, it may be possible to live transfer your call to them to resolve your complaint. If the live transfer option is not available then we can arrange for a call back from one of our team managers within 24-48 hours.

If the team manager is unable to resolve your complaint to your satisfaction, then you may submit it to our **Complaints Department**. Email complaints should be sent to [complaintsdept@supanet.net](mailto:complaintsdept@supanet.net). We aim to acknowledge all complaints within 3 working days and resolve them within 14 working days.\*

You can also submit a complaint by writing to us at:

**Supanet Complaints Department, TCS Support Centre, Time Technology Park, Blackburn Road, Burnley, BB12 7TW.** We aim to resolve every complaint we receive by post within 14 working days.

### What Information Do I Need to Include?

In order to give us the best opportunity to resolve your complaint quickly and to your satisfaction, please ensure you include (where applicable) your:

- Full name
- Address
- Telephone number
- Customer reference/account number

It would also assist us if you could let us know:

- the date the problem first occurred;
- the names of any company representatives/team managers you may have dealt with and
- the nature and reason for your complaint.

## Alternative Dispute Resolution (ADR) Scheme

If our Complaints Department cannot resolve your complaint to your satisfaction then you may refer your complaint to the Communications Ombudsman, the ADR scheme provider subscribed to by Supanet. Communications Ombudsman provide free and independent adjudication upon complaints that are not able to be resolved to a customer's satisfaction. Communications Ombudsman will only accept complaints if eight weeks have elapsed since you first made your complaint or, if we are unable to resolve it within eight weeks, upon receipt of a 'deadlock' letter which you may request from our Complaints Department.

For full details of the scheme and how to apply to Communications Ombudsman for resolution of your complaint, please visit [www.ombudsman-services.org/communications.html](http://www.ombudsman-services.org/communications.html) or use the contact details listed below.

**Post:** Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

**Email:** [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

**Telephone:** 0330 440 1614

**Text Phone:** 0330 440 1600

### Who Else Can I Contact?

You may also find the following addresses useful:

#### OFCOM

**Post:** Office of Communications, Riverside House, 2a Southwark Bridge Road, London SE1 9HA

**Email:** [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

**Telephone:** 020 7981 3040 or 0300 123 3333

**Website:** [www.ofcom.org.uk](http://www.ofcom.org.uk)

Information regarding OFCOM's General Conditions can be found at: [http://stakeholders.ofcom.org.uk/binaries/telecoms/ga/General\\_Condition\\_22\\_Service\\_migrations\\_and\\_Home-moves.pdf](http://stakeholders.ofcom.org.uk/binaries/telecoms/ga/General_Condition_22_Service_migrations_and_Home-moves.pdf)

#### Phonepayplus

**Post:** 4<sup>th</sup> Floor, Clove Building, 4 Maguire Street, London SE21 2NQ

**Telephone:** 0800 500212 or 020 7940 7474 (9am-5pm Mon- Fri)

**Website:** [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

### For Customers Who May Need Extra Assistance

We want all of our customers to be able to contact us easily. If your circumstances mean you are unable to raise a complaint to us yourself, you can nominate someone to contact us on your behalf. When they contact us, we will get in touch with you to verify you are happy with this.

\*except in circumstances beyond our control.