

Complaints Procedure: What to do when you are not happy about our service

Introduction

At Simplisity Communications we are committed to providing the businesses that are our customers with an excellent level of service and we strive to improve continuously. However we recognise that sometimes we get it wrong, and when we do, we want you to tell us so that we can put things right as quickly and smoothly as possible. With this in mind, we have developed a Complaints Procedure that explains who you should contact and what do if you have a complaint about Simplisity Communications telecommunications services. The Complaints Procedure is described here.

How to contact us

If you would like to make a complaint about our service please contact us by

- **Phone:** 08700 420484
- **Fax:** 08700 420494
- **Email:** admin@simplisity.co.uk
- **Post:** Simplisity Communications Limited, Registered Office, 65, Nascot Wood Road, Watford, Hertfordshire, WD17 4SJ.

How we deal with your complaint

When you contact us, we will normally ask you to give us the following information in order to deal with your complaint as efficiently as possible:

- Your company name and its account number
- Your contact details: Your name and job title, your company phone number, email and postal address
- Nature of the complaint

You can give this information to us over the phone or in writing through email or by post

When we have registered your complaint we will give it an identification number that you may refer to in any further contacts with us regarding your complaint. We will make every effort to resolve your complaint when you first contact us. However this is not always possible and we may have to investigate your complaint further.

Our initial response will be sent within 5 working days from when you notified us and we will be able to advise you if any more time is required for further investigation. We aim to resolve all complaints within 20 working days from when you notify us but more complex cases may take longer.

If we are able to give you a full response but you are still not happy about the way in which your complaint has been handled, you should ask for your complaint to be reviewed by the Customer Care Manager.

If you are still not happy with the response given by the Customer Care Manager then you should ask for a further review by the Customer Care Director.

Taking further action

If we have not been able to resolve your complaint to your satisfaction within 40 working days from when you notified us, we will send you a letter confirming this and explaining the reasons for it. At this point you may wish to refer the complaint to the Office of Communications (Ofcom). Ofcom is the body set up by the Government to monitor and regulate telecommunications within the UK and it aims to provide the best possible deal for customers in terms of quality, choice and value for money.

Ofcom, Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

Phone: 020 7981 3040 or 0300 123 3333.

Fax: 020 7981 3333

Textphone: 020 7981 3043 or 0300 123 2024 - Please note that these numbers only work with special equipment used by people who are deaf or hard of hearing.