

# Customer Complaints

## Handling Code

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### 1. About this Code

- Whilst we always strive to provide the best customer service possible, sometimes things go wrong. If there is anything you're not happy with, please let us know so that we can work with you to put things right and provide a better service in future.
- This complaints code sets out how you can lodge a complaint about any aspect of our service including our general customer service. It tells you how to contact us, what we'll do and (if we aren't able to resolve the complaint to your satisfaction) how you can take things further.
- You can request a free paper copy of this complaints code using our customer services contact details set out below. You can also contact us and ask for a copy in braille, large print or audio CD (including a text file that can be used on your computer). If there is going to be any delay, for example if a particular format of the code is out of stock, we will let you know.

### 2. How you can make a complaint

- If you're unhappy with any aspect of our services, the best way to contact us, is by phone or email. If you prefer to contact us in writing you can email or write to us instead, but it may take us a little longer to respond.
- We have explained our internal complaints handling procedure below. This procedure has been designed to ensure that complaints can be resolved fairly and swiftly to your satisfaction.
- Unfortunately, we sometimes get complaints which have no merit or have been made simply to harass our staff. We take the safety and well-being of our staff very seriously and consequently neither we nor our Alternative Dispute Resolution provider can deal with this type of complaint. If we can't deal with your complaint, we will let you know.

### 3. How to contact us

<b>By Phone</b>	<b>0306 790 2000</b>  <i>Please note that standard charges will apply to all calls. Check with your network operator for rates</i>
<b>By Post</b>	<b>Resilient plc, 250 27 Shaftesbury Avenue, First Floor, London W1D 7EQ</b>
<b>By Email</b>	<b>support@smartnumbers.com</b>

- If you contact us in writing, please don't forget to include your:
  - Full name;
  - Account number;
  - Postal address, email address and [mobile] [or] [landline] telephone number; and
  - Sufficient details of your complaint to allow us to deal with it, including any steps which have been taken to attempt to resolve the complaint so far.
- If you contact us in writing, we will aim to respond to you within [48] hours. If we can't get hold of you by phone, we'll email you (if you've given us your email address), or we'll write to you.

#### **4. Investigating and resolving your complaint**

- We'll make every effort to resolve your complaint straight away. If that's not possible, we will keep you updated every 5 days on the steps we are taking and when we expect your complaint to be resolved. The steps we take to investigate your complaint will depend on the particular circumstances.
- We endeavour to resolve all complaints within 14 days.

#### **5. How to escalate your complaint**

- If you're not satisfied with our first response to your complaint, you can ask us to escalate the complaint to the *Head of Customer Support*.
- If the issue has still not been resolved to your satisfaction, you can ask us to escalate your complaint to our *Chief Operating Officer*.
- We will let you know the outcome of our investigation into your complaint and how your complaint has been resolved. If we don't hear from you within 28 days of telling you the outcome we will consider that the complaint has been resolved to your satisfaction.

## 6. If you're still not happy: ADR

- If we haven't been able to resolve your complaint to your satisfaction by following the process set out in the above sections of this Code within 8 weeks, you can refer your complaint to Alternative Dispute Resolution free of charge.
- You can also refer your complaint to Alternative Dispute Resolution free of charge at any time, if:
  - we have told you the outcome of our investigation into your complaint; ○ our proposed outcome doesn't resolve your complaint to your satisfaction; and
  - there are no further steps that we are proposing to take that would have had a different outcome.
- We will send you a letter reminding you of your right to refer your complaint to our Alternative Dispute Resolution scheme if the above circumstances arise.
- Our chosen Alternative Dispute Resolution scheme is run by *Ombudsman Services: Communications*, an entirely independent decision maker.
- Here are the details of our Alternative Dispute Resolution scheme:
  - Name: *Ombudsman Services: Communications*
  - Website: [<https://www.ombudsman-services.org/sectors/communications>].
  - Contacts:
    - Phone: [0330 440 1614]
    - Address: [Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU]
    - Email: [osenquiries@os-communications.org]

## 7. Ofcom

Ofcom regulates us as part of the communications industry. Ofcom ensures, among other things, that all communications providers have a process for handling complaints. Ofcom doesn't investigate individual complaints on behalf of consumers or adjudicate, but it can provide guidance on the complaints process we have set out in this Code. You can find more information about Ofcom here <http://www.ofcom.org.uk/>