

## Complaints Procedure

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Switch Communications is committed to delivering a high quality of customer service to the Customer from quotation through to ongoing support. If any aspect of the service provided is unsatisfactory the Customer may lodge a formal complaint to request the issue to be investigated and where applicable resolved.

All complaints should be submitted to the Customer Relations Team in the first instance;

**Customer Relations Team:**

**Email:** [customer.relations@switchcomms.co.uk](mailto:customer.relations@switchcomms.co.uk)

**Tel:** 0345 034 7777

**Letter:** FAO Customer Relations Team, Switch Communications, No.1 Croydon, Croydon, CR0 0XT

A member of the Switch Communications Customer Relations Team will endeavour to resolve the complaint while the Customer is on the line. During any discussions Switch Communications will protect the privacy of the information provided.

If the complaint is submitted by email or in writing Switch Communications will acknowledge receipt, advise when and by what method a response will be sent and provide a point of contact.

Switch Communications aims to resolve complaints within 10 days of receipt; this is dependent upon the nature and complexity of the complaint. If the Customer wishes to escalate the complaint within Switch Communications please refer the matter to the point of contact provided and request the complaint is escalated to their Manager. If the response from the Manager is still not satisfactory the Customer is entitled to request the complaint is escalated to the Switch Communications Operations Director.

If the Customer has not received a response from Switch Communications within 8 weeks or the complaint has reached “deadlock”, then the Customer is entitled to ask assistance from:

**Ombudsman Services – Communications**

**PO Box 730**

**Warrington**

**WA4 6WU**

**Tel:** 0333 440 1614

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

**Website:** [www.ombudsman-services.org](http://www.ombudsman-services.org)

Ombudsman Services is an independent organisation which is Ofcom approved to provide an ‘Alternative Dispute Resolution’ (ADR) service for individuals and small businesses. Ombudsman Services will mediate between the Customer and Communications Provider (Switch Communications) and an impartial adjudicator will assess the complaint and recommend any actions required.

If the Customer is not satisfied with the progress of the complaint they may ask Switch Communications to submit an early referral to Ombudsman Services, however, Switch Communications are entitled to decline if they feel the complaint is still in progress and active steps are being taken to find a resolution.