



21 Plus Telecom Ltd Customer Complaints Policy Document

Introduction:

21 Plus Telecom Ltd is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels from Managing Director down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary:


We want to resolve your complaints as soon as possible. Please call our customer service and we'll do our best to fix any problems you may be having with our service, as soon as possible.

Our Responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly meetings to review our complaints & procedure's, so that we can improve our standard of customer service.

Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter via telephone, email or in writing within 2 business working days.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar working days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- We may impose a charge for handling your complaint in special circumstances. For example, we may charge you a fee where your complaint requires us to retrieve archived records that are more than 12 months old.

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- Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you. If your complaint is upheld in your favour, and we have charged you complaint handling fees, we will refund you the full amount of the fees charged within 30 days.

Step One:

- If you have a complaint regarding any aspect of your account or dealings with 21 Plus Telecom Ltd, we urge you to telephone our Customer Service in the first instance on either 01204 368630 or 01204 368637.
- Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us, if you prefer to put your complaint via email, we will respond to your email and will confirm any details in writing if you request us to do so. Our email address is: complaints@21plustelecom.co.uk

Step Two:

- Complaints made to 21 Plus Telecom Ltd are overseen by our service, management & main company directors. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 30 Business working Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).
- If you are not satisfied with the response tendered to you, you may ask Service team to escalate your complaint to senior management or Director Level. If so, we will try to make a senior management representative available to address the complaint as soon as possible (depending on availability).

Step Three:

- When your complaint is resolved, we will confirm this with you within 10 business days.
- The Telecommunications Industry Ombudsman is an alternative dispute resolution scheme (ADR Scheme) for residential and small business consumers in respect of disputes. The TIO can assist you if you have been unable to resolve your complaint with your phone or internet company directly.
- The TIO seeks the co-operation of BOTH parties through an alternative dispute resolution process to achieve an outcome that is fair and reasonable. To lodge a complaint with the TIO you can visit: <https://www.ombudsman-services.org/communications> or Telephone: 0330 440 1614
- When using the above service to raise any complaint no costs are incurred by yourselves.

What kind of complaints can the TIO deal with?

- The TIO deals with complaints about telecommunications services. Some of these include billing problems, telephone faults, poor customer service, mobile phone contract problems and Internet access difficulties.

When should I go to the TIO?

- If you have a complaint about your phone or internet, the first step you should take is to contact us and try and resolve it directly. Usually the problem can be resolved at this stage. However, if you are Unhappy with the resolution of the problem, you can make a complaint to the TIO.

Prior to any of the above taking place, can you please ensure that you are familiar with our current 21 Plus Telecom Ltd, Terms & Condition on Network Telephone & Internet service Provision. If you don't have a copy of these current Ts & Cs then please send a request email to complaints@21plustelecom.co.uk stating you require a current & up to date copy to be emailed directly back to yourself or alternatively visit www.21plustelecom.co.uk to download them

For certain telecommunications issues, you may also lodge any complaints to the following:

- OFCOM, [Ofcom Web Help Link](#),
OFCOM Telephone Number 0300 123 3333
- As a last resort you may also obtain legal advice from your solicitor as an alternative avenue for resolution.