



Spectrum Telecoms Complaints Policy

Spectrum Telecoms is committed to providing your business with the customer experience you expect and we will do all that we can to ensure you are satisfied with every aspect of the service we provide. However, we accept that occasionally things can go wrong, and raising your concerns will allow us the opportunity to resolve the matter in a prompt and satisfactory manner.

We take our customer's comments very seriously and all verbal and non-verbal correspondence is retained and used to suggest improvements within the business.

What do I do if I am unhappy?

There are three ways you can contact us:

- By phone **01283 749990**
- By email to spectrumcustomerservices@spectrum-coms.co.uk or your dedicated Account Manager
- By letter to Spectrum Customer Services

Spectrum Telecoms
4 Faraday Court
First Avenue, Centrum 100
Burton on Trent
Staffordshire
DE14 2WX

We will need to know in any correspondence you send:

- Your name, business name and address
- Your mobile and account number
- A daytime contact number

The details of your complaint, including any dates and people you have spoken to if possible and what you feel Spectrum Telecoms could do to put things right.

You will receive our full attention and we will attempt to resolve the matter immediately, the majority of issues are resolved in this manner and if we are unable to provide a solution straight away then we shall provide you with a timescale, where possible, and the contact details of the individual dealing with your concerns.

If at any time you are dissatisfied with this process or are unhappy with the resolution offered to you, then please ask to speak to one of the Operational Supervisors. Once they have reviewed the details of your issue and what steps we have already taken, they will attempt to resolve the matter to your satisfaction. After you have spoken to a supervisor, if you are still unhappy, you can request that your complaint be escalated to our Board of Directors, who will endeavour to resolve your issue(s) within a reasonable timescale.

We're very sorry that you have a complaint about our services. Please get in touch and we'll do all we can to resolve the matter for you.

What other options do I have?

Contact Ombudsman Services

If, after contacting us, we have not resolved your complaint within eight weeks or if there is a deadlock situation, you may refer your complaint to Ombudsman Services, free of charge.

Deadlock arises when we believe we have done everything we can to resolve your complaint but can't reach an agreement with you. You must have followed our escalation process before deadlock will be considered and we will be unable to send a deadlock letter if we are still working to resolve your complaint or if your complaint falls outside the remit of Ombudsman Services.

Ombudsman Services is an independent dispute resolution scheme, approved by Ofcom. Please ensure that you read Ombudsman Services guidelines to ensure that your complaint satisfies the conditions for referral. If your complaint satisfies these conditions, then you must contact Ombudsman Services within six years of first complaining to us. In a case of deadlock, then you must contact Ombudsman Services within 12 months of deadlock being issued.

When your complaint goes through Ombudsman Services, an independent assessor will review your complaint and make a decision about how to settle it.

Details of the service are available by contacting us or Ombudsman Services directly:

Ombudsman Services: Communications

PO Box 730

Warrington

WA4 6WU

Tel: 0330 440 1614

Website: <https://www.ombudsman-services.org/complain-now>