



Net Defence Ltd

Policy for Complaint Handling and Dispute Resolution for Communication Services.

At Net Defence we provide Business Communication Services to customers across the United Kingdom. We may not provide all parts of those services directly, but we do take responsibility for the services delivered to you. We will liaise with our suppliers and partners to ensure that any problems with their services are managed in an efficient and timely manner.

Customer service is important to us, we make every effort to ensure our customers are happy with products and services that they receive from us. Despite this, things can go wrong. We take this very seriously and aim to resolve all issues promptly.

If you would like to make a complaint about any of the communication services we provide you can contact our Customer Service Team through the following methods;

By phone: 03300 241 666

By email: wecanhelp@net-defence.co.uk

By post: Net Defence Ltd
Ogilvie House
Princess Park
Team Valley Trading Estate
Gateshead
NE11 0NF

If you contact us by telephone, we will ask you to share in as much detail as possible, the details of your complaint. We will have to ask you questions to confirm that we are speaking to the right person. This is to ensure we protect the privacy of information of you and our other clients.

If you make your complaint in writing or by email, we will acknowledge receipt of this email or letter. We will also advise how and when we will next respond to you in our efforts to resolve your complaint. To make this process as efficient as possible please provide as much information as you can in regards to your complaint, along with your contact information. We aim to resolve your complaint timely and efficiently, and to keep you updated and informed at all times. Our normal service level is to resolve your complaint within 10 working days, this is not always possible depending on the nature of the issue. We will notify you if this is likely to take a longer period to resolve, and why.

If at any time you are not happy with the compliant handling, you can request the person managing your compliant to escalate this to their manager and ultimately to the Head of Operations and in extreme cases the Managing Director. If we are not able to resolve your complaint we will notify you of this in writing.

If it has been more than 8 weeks from the date you first contacted us, we have notified you we are not able to resolve the problem or we have reached "deadlock" then you make seek further help from:

Ombudsman Services:

Communications,
PO Box 730,
Warrington
WA4 6WU
Tel: 0330 440 1614
Textphone: 0330 440 1600
Website: www.ombudsman-services.org

Ombudsman Services (Communications):

They are an Ofcom approved independent organisation to provide an alternative dispute resolution (ADR) service. Their purpose is to resolve disputes between consumers and companies. The service is impartial, simple to use and free of charge to consumers. Their role is to ensure fair treatment for all. They look at the complaint from both sides, focussed on the facts. Their aim is to put consumers back in to the position they were in before the complaint arose. Providing recommendations to resolve the issue and support businesses working with them to understand their customers better and improve their services ongoing.

The option is available for you to request an early referral to ADR should you feel dissatisfied with the progress of your complaint. However, we may decline if we strongly believe your issue is close to being fully resolved.

Useful addresses

Ombudsman Services: Communications, PO Box 730, Warrington WA4 6WU Tel: 0330 440 1614 Textphone: 0330 440 1600 Website: www.ombudsman-services.org

Ofcom - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040 or 0300 123 3333 email: contact@ofcom.org.uk Website: www.ofcom.org.uk