

We aim to deliver a consistently good experience to all of our customers, at all times. We're really sorry if you feel that we've let you down; we want to resolve this for you.

How to raise a complaint

A complaint can be made through any of the following channels:

☎ 03300 537 550

@ executive@onecom.co.uk

✉ Customer Services Department, Onecom, Onecom House, 4400 Parkway, Whiteley, Hampshire, PO15 7FJ

What we need from you

In order to investigate your complaint we will need the following information:

- Your name and account number
- A contact number and email or postal address
- A summary of the issue with as much detail as possible
- A copy of any emails/letters that relate to the complaint

What will happen next

We will acknowledge your complaint within 1 working day of receipt (responses provided by post may take longer). Your complaint will be assigned to a Customer Service Manager, who will investigate and provide you with regular updates during the course of the investigation, with the aim of resolving your complaint within five working days.

In the unlikely event that we are unable to resolve your complaint within eight weeks, you may wish to take your complaint to the Ombudsman. The Ombudsman's role is to independently handle disputes between companies and customers; its contact details are listed below.

☎ 0330 440 1614

@ osenquiries@os-communications.org

✉ Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU