

Onecom's aim is to provide a high level of service at all times but unfortunately, things don't always go according to plan. Complaints are taken very seriously, and at Onecom pride is taken in our service excellence. If you are not satisfied with any aspect of the service provided, please follow this process in order to make a formal complaint.

## How is a complaint raised?

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

- Phone - 03300 888999
- Email - executive@onecom.co.uk
- Post - Customer Services Department, Onecom, Onecom House, 4400 Parkway, Whiteley, Hampshire, PO15 7EJ

## What is needed 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?

Onecom will acknowledge all complaints received within twenty-four working hours of receipt (responses provided by post may take longer). Your complaint will be treated as a priority.

If a Customer Care Manager is unable to resolve the complaint to your satisfaction, the case will be escalated to a member of the Onecom Senior Management Team, who will undertake a full investigation. It is our aim to resolve every complaint within five working days.

In the unlikely event that we are unable to achieve a satisfactory resolution we will advise you of our final position and you will be entitled to raise the matter with the Ombudsman Service. This will be subject to its eligibility criteria.

Onecom is committed to providing the highest possible service to all customers and to this end our complaints procedure is regularly reviewed.