

# Complaints Procedure

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 7FJ

## 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.

In the unlikely event that we are unable to achieve a satisfactory resolution to your complaint, you have the right to take your complaint to an alternative dispute resolution scheme, subject to their eligibility criteria. We have an 8 week period within which to agree a resolution, unless both parties agree we are at deadlock before this time period elapses.

We are a member of Cisas, you can find their contact details below.

0207 520 3814 | [cisas@cedr.com](mailto:cisas@cedr.com) | 70 Fleet Street, London, EC4Y 1EU

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