

## Complaints Code of Practice

Our aim is to provide the best service to all of our customers. We want to make sure you're happy with the service we provide, and we know that sometimes things go wrong. When they do, we want to put them right for you as quickly as we can.

In this complaints code of practice, we'll tell you how to get in touch with us if you want to make a complaint and how we'll deal with your complaint.

### Our approach to complaints

We aim to provide you with a simple and effective way to complain. If your complaint is about something that is our error, we will explain what has gone wrong, apologise and put things right as quickly as possible. We may also consider compensation.

### How to complain

There are several ways you can contact us to discuss your complaint.

Call us. Our teams are available on 01482 247365.

Email us. Contact our team by email at [customerexperience@quickline.co.uk](mailto:customerexperience@quickline.co.uk) Please provide your account details, and an explanation of the issues you would like to report.

Website. Visit our contact us page at [www.quickline.co.uk](http://www.quickline.co.uk) and complete our online form. A member of the team will then get back in touch.

By letter. If you prefer, you can write to us at;

Quickline Communications Ltd  
Albion Mills  
The Mill House  
Albion Lane  
Willerby  
HU10 7DN

### How are complaints resolved?

Anyone at Team Q can help to resolve a problem. Once we are aware of your complaint, we may be able to resolve it there and then, or we will explain what further action we may need to take, and how long that be. Whatever happens, we commit to keeping you updated regularly.

We will deal with your issue promptly and sympathetically and aim to resolve all complaints within 5 working days, although it is usually much quicker than that.

Your complaint will be dealt with by our Customer Experience Team, who will review this independently so that you (and we) can ensure a fresh approach to the reported issues.

Ultimately, if you are dissatisfied with the outcome of your complaint, you may wish to take your complaint to Alternative Dispute Resolution. See below.

## The Adjudication Scheme

Some complaints may not be able to be settled without the help of an independent authority and you may wish to use The Ombudsman scheme for communications (OSC) if you have not been able to reach a satisfactory with us first. This service has been especially created for the telecommunications industry and is free of charge to access and use.

A complaint may be taken to OSC if we have informed you that the complaint you have asked us to resolve is at deadlock, or if the complaint has not been resolved within 8 weeks. You can request that we issue a deadlock letter to you to allow you to refer the matter to OSC if you feel that we are not going to resolve the complaint to your satisfaction.

The OSC will investigate complaints fairly, listen to both sides and look at the facts. To find out how the service works and what it covers, or to refer a complaint to them, the details are as follows.

OSC website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

Email : [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

Phone number: 0330 440 1614

## Learning from customer feedback and complaints

We are committed to continually improving the service we provide to our customers. We are determined to put things right, learn from mistakes and ask for feedback from our customers about their Quickline experience. If you have any suggestions, don't hesitate to get in touch.