

Complaint Handling and Dispute Resolution

Phoneworcs Ltd is an independent company that delivers communications services to business customers. We aim to maintain the highest standards in all that we do, but recognise that sometimes things go wrong, despite our best intentions.

Due to the nature of the services we provide, not all the component parts of our services are under our control, but as your supplier we do take responsibility for the services we deliver to you and will liaise with our suppliers to ensure that any problems with your services are resolved promptly.

We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team by calling 01905 885335 or by emailing mail@phoneworcs.com.

If you make your complaint by calling our team will ask you about your complaint and seek to resolve the problem while you are on the phone. During any discussions we will protect the privacy of the information that we hold on you and may have to ask questions to confirm that we are speaking to the right person. If your complaint cannot be resolved on the phone, we may ask you to confirm details of your complaint by emailing mail@phoneworcs.com.

If you make your complaint by email we will acknowledge receipt and advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but depending on the nature of the complaint, this is not always possible.

If you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the Management team. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached “deadlock”, you may ask for help from Ombudsman Services.

Ombudsman Services is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

Useful Contacts

Ombudsman Services and Communications

Address: PO Box 730, Warrington, WA4 6VW

Tel No: 03304 401614

Email: enquiries@ombudsman-services.org

Website: www.ombudsman-services.org

Ofcom

Address: Riverside House, 2a Southwark Bridge Road, London SE1 9HA

Tel No: 020 7981 3040 or 0300 123 3333

Email: contact@ofcom.org.uk

Website: www.ofcom.org.uk