

This Complaints Code applies only to domestic and small business customers (businesses with less than 10 employees). It provides you with information about how to direct your complaint to us and explains how we handle your complaint at different levels once received. At timetalk, we take every complaint very seriously and will do our best to resolve any complaint to your satisfaction as quickly and as effectively as we can. Your complaints give us a chance to put things right and help us improve our service to other customers in the future.

#### How Do I Make A Complaint?

Our customer service advisors are trained to resolve customer complaints as soon as they become aware of them and they should be the first people you contact.

##### Telephone

Speak to one of our complaints teams by calling 0845 129 4432 (calls charged at local rate, lines open Mon-Fri, 8:30am-5:30pm and they will attempt to resolve your complaint as quickly and effectively as possible.

##### Email

Email complaints should be sent to our complaints email address [complaints@timetalk.net](mailto:complaints@timetalk.net). We aim to acknowledge all complaints within 3 working days and resolve them within 14 working days\*.

or

##### Post

Please write to: Customer Complaints Department, timetalk, TCS Support Centre, Time Technology Park, Blackburn Road, Burnley, BB12 7TW. We aim to resolve every complaint we receive by post within 14 working days\*

#### What Information Do I Need To Include?

Please include the following information to help us investigate your complaint fully:

- o Your Name
- o Full address
- o Your Telephone Number
- o Customer Account Number
- o The date the problem occurred
- o The names of any representatives or team managers you may have dealt with
- o The nature and reason for your complaint

#### How Can I Take The Matter Further?

##### Escalate your complaint to a Team

###### Manager

If you don't feel your complaint has been resolved after speaking to one of our customer service advisors, please ask the customer service advisor to escalate your complaint to the next level of support, namely to a Team Manager. Sometimes, Team Managers may not be available immediately to take your call, in such cases you should request a call back, and a Team Manager will aim to contact you within two working days. The Team Manager will then aim to resolve your complaint within 7 days\*. Should the Team Manager consider it will take more than 7 days to review your complaint and respond to you fully, they will tell you when they expect to contact you with a resolution of your complaint and they will keep you informed of the progress.

##### Escalate your complaint the Complaints Department

If you are still not satisfied after speaking to a Team Manager, you should email or write to the Complaints Department using the details provided above. The Complaints Department aims to resolve every complaint within 14 working days\*.

You will usually be assigned a dedicated person who will own your complaint and keep you fully updated.

If our complaints department is unable to resolve your complaint to your satisfaction and they feel that there is nothing further they can do, you can request that you are provided with a 'deadlock' letter. This will enable you to escalate your complaint to the next level.

##### Apply to have your complaint resolved through an independent dispute solution process

If we are unable to resolve your complaint after it has gone through our internal complaints process, you may refer your complaint to CISAS, of which timetalk is a member. CISAS is a free and independent Alternative Dispute Resolution Service approved by OFCOM, our industry regulator. CISAS will only accept complaints for determination if eight weeks have elapsed since you first made your complaint or we have issued you with a 'deadlock' letter. For full details of the scheme and how to apply to CISAS for resolution of your complaint, please visit <http://www.cisas.org.uk> or by contacting them. CISAS's contact details are as follows:

##### CISAS

70 Fleet Street  
London  
EC4Y 1EU  
Telephone: +44 (0)20 75203814  
Fax: +44 (0)20 7520 3829  
Email: [info@cisas.org.uk](mailto:info@cisas.org.uk)

\* All lead times are quoted in good faith. However, in some circumstances it may not be possible to respond to you within the stated time frame. For example, we may require further information from you or a third party in order to resolve your complaint. In those circumstances, we would ask that you bear with us and we shall do our best to respond to you as soon as we can.

##### You may also find these addresses useful

##### OFCOM

Office of Communications  
Riverside House  
2A Southwark Bridge Road  
London SE1 9HA  
Telephone: 020 7981 3040 or 0300 123 3333  
Fax: 020 7981 3333  
Email: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)  
Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

Information regarding Ofcoms General Guidelines can be found at: <http://stakeholders.ofcom.org.uk/binaries/telecoms/policy/narrowband/statement.pdf>

##### Phonepayplus

4th Floor, Clove Building,  
4 Maguire Street,  
London SE1 2NQ  
Telephone: 0800 500 212 or 020 7940 7474 (9am – 5pm, Monday to Friday)  
Website: [www.phonepayplus.org.uk](http://www.phonepayplus.org.uk)

##### For Customers Who May Need Extra Assistance

We're fully committed to helping all of our customers contact us easily.

If your circumstances mean you are unable to raise a complaint to us yourself you can nominate someone to contact us on your behalf. When they contact us, we will get in touch with you to verify that you are happy with this.