

Customer Complaints Code of Practice

At Calls UK, delivering exceptional customer service is our top priority. If at any time you feel that we have fallen short of your expectations, please don't hesitate to reach out to us. We genuinely want to work with you to make things right, and your valuable feedback will also help us improve our services for all our customers. This Customer Complaints Code outlines the process for making a complaint and provides guidance on further steps if necessary.

While we hope you won't need to contact us with a complaint, we understand that issues can arise. If that happens, we will do our utmost to address the matter promptly, ensuring you can continue enjoying our services without any disruptions.

1. Getting in touch with us is easy

You may find the quickest way to get the answers you need is by visiting our website at Callsuk.co.uk. Our FAQs page provides helpful information on various topics, including billing inquiries and troubleshooting common service issues.

There are three convenient ways to contact us. When reaching out, please provide your details, including your address and contact number, so we can respond to you promptly:

1. Making a Complaint via Post: If you prefer to make a complaint by post, please send it to: International House, 6 South Molton St, London, W1K 5QF. We understand that making a complaint by post may not be the fastest option, but rest assured, we value your feedback and are committed to addressing your concerns promptly. Upon receiving your complaint, we will acknowledge it within 48 hours and diligently work toward resolving the issue within 28 days.
2. Making a Complaint via Email: For a quicker method, you can make a complaint via email. Simply reach out to us at support@callsuk.co.uk, and we will make it a priority to reply and resolve your issue within 7 days of receiving your complaint.
3. Making a Complaint via Phone: Alternatively, you can make a complaint over the phone by calling us at 0330 088 750. Our dedicated team is available Monday to Friday, from 9 am to 5 pm, and they will be more than happy to assist you.

2. Handling Your Complaint:

We take every complaint seriously and actively work to resolve them to your satisfaction. We will keep you informed throughout the process and notify you as soon as we believe we have a resolution. In some cases, we may be able to resolve the issue during the initial call. If not, we will be in touch to provide an update.

We prefer to call you to ensure we fully understand your concerns. If we need to reach you by telephone, please inform us of the best numbers to contact you. If we miss your call, we will send you a text message with our telephone number, allowing you to return the call at your convenience during our operating hours.

If we are unable to speak with you regarding your complaint, we will provide a written response detailing the outcome of our investigation and our proposed actions to rectify the situation. Your complaint will remain open for 28 days, giving you an opportunity to raise any additional points. If we don't hear from you within this timeframe, we will consider the issue resolved and close your complaint.

3. If You Don't Feel Your Complaint Has Been Resolved

Most complaints can be swiftly resolved by contacting our Customer Service advisors, who will make every effort to address your concerns. If necessary, they will escalate your call to their manager, who may be able to speak with you immediately or schedule a call at a time convenient for you. Please let us know your preferred daytime and evening contact numbers if a call-back is required. If our advisor or manager has done everything possible to resolve your issue and you are satisfied, we will close your complaint and provide a written outcome.

If, after speaking with a manager, your complaint remains unresolved, you can request a review by a Senior Manager. The Senior Manager will conduct a thorough and impartial review of your complaint and communicate the outcome in writing. If, following the steps outlined above, you are still dissatisfied with the resolution, you have the option to refer your complaint to an independent adjudicator.

4. Independent Adjudication

If you remain unhappy after our response or if your complaint remains unresolved after eight weeks, you may choose to refer your complaint for independent adjudication. In such cases, we will send you a letter or email confirming your right to pursue Alternative Dispute Resolution (ADR) for independent consideration. This service is provided to you free of charge.

To initiate the independent adjudication process, you can contact Ombudsman Services using the following details:

Ombudsman Services Phone: *0330 440 1614*

Website: *www.ombudsman-services.org*

Email: *enquiry@ombudsman-services.org*

Postal Address: Ombudsman Services: Communications, P.O. Box 730, Warrington, WA4 6WU

5. Our commitment to providing exceptional service extends to our staff as well

We understand that encountering issues with our services can be frustrating, but we kindly request that you maintain a positive and respectful attitude toward our team members. Any form of negative or abusive behaviour will not be tolerated. We reserve the right to cancel your contract with 30 days' notice and provide you with your final invoice in such cases.

We genuinely appreciate your understanding and cooperation throughout the complaint resolution process. Our team is here to assist you, and we remain committed to ensuring your satisfaction.