

COMPLAINTS PROCEDURE

Complaints about Your Telecoms Expert Limited

If you want to speak to someone about a complaint, you can call us on 01623 333 036 (lines are open 9:00am to 5:00pm Monday to Friday, excluding non-working days and bank holidays), where we will try to resolve the issue if we can.

If you prefer to put your complaint in writing, in the first place, write to the person who handled your query: that's usually the quickest way to resolve a problem. If you're still not satisfied, ask for your complaint to be escalated.

What information we'll need from you...

We will need:

- A clear, detailed description of what your complaint is about
- Copies of any letters or emails related to the complaint
- A correspondence case reference number, if you have it
- Your email address or postal address (so we can reply)

We aim to respond to complaints within 5 working days. If we can't reply to you within this time, we will let you know and tell you when you can expect a reply.

If you are not satisfied with the outcome of your formal complaint and at least 8 weeks have passed from the date of your formal complaint to us, you may be able to refer your complaint to the external dispute resolution scheme who will investigate your complaint independently

External Dispute Resolution Scheme

Your Telecoms Expert is a member of the Communication and Internet Services Adjudication Scheme (CISAS). The scheme provides an informal and independent way of settling disputes between companies and their customers. An independent adjudicator appointed under these rules will make a decision on such disputes by considering the information received from the customer and the company. The scheme can be used to settle disputes about bills and communication services provided to customers.

A customer who wants to put a dispute through the scheme must fill in and return an application form. These are available from the CISAS website at www.cisas.org.uk. Customers can ask CISAS for help to fill in the form.

The customer cannot apply to the scheme unless they have started a formal complaint through the company's formal complaints procedure and at least eight weeks has passed since they first put the complaint through the company's formal complaints procedure; or the company agrees, in writing, that the dispute can be settled through the scheme. Customers must also apply to the scheme within nine months of first making their first formal complaint about the matter to the company.

For more information on our Dispute Resolution Scheme please visit the CISAS website at: www.cisas.org.uk.