

# CODE OF PRACTICE

## Complaint handling and dispute resolution for Home and Small Business Customers

Updated: March 2018

### 1. PURPOSE

- 1.1 This Code of Practice provides a clear statement of who we are, and how we provide support to our Home and Small Business customers. It provides sufficient information for you, the residential customer or small business, to understand the dispute resolution process should you have any reason to initiate a dispute or make a complaint in relation to our services.
- 1.2 Call Flow strives to provide the best possible service to its customers. From time to time things can go wrong - should this happen, we want to resolve any complaints you might have. Please get in touch with us so we can attempt to put it right.
- 1.3 Nothing within this Code of Practice forms or is intended to form any contract between you and Call Flow Solutions. Our Terms and Conditions, including the Price Guide, describe the current products and services available from Call Flow. Nothing within this code of Practice affects your legal rights.

### 2. ABOUT CALL FLOW

- 2.1 Call Flow is a company incorporated in England with the company registration 4366668. Our registered offices are situated at Suite 2, Ground Floor Office, Branbridges Industrial Estate, Branbridges Road, East Peckham, Tonbridge, Kent, TN12 5HF.
- 2.2 We provide broadband and telephony services in the counties of Kent, East Sussex, Hampshire and Berkshire.
- 2.3 We always aim to provide our customers with an excellent standard of service, reliable service, and value for money.

### 3. HOW TO RAISE A COMPLAINT

- 3.1 If you're not satisfied with the service you are receiving please follow our complaints procedure below. We commit to resolving issues in efficiently and promptly.
- 3.2 When you wish to start a complaint please contact us using any of the channels listed below and ask Customer Services for a complaint reference. You must quote this reference in future correspondence relating to your complaint.
  - Telephone - 0800 280 0590
  - Live chat - found on our website [www.callflow.co.uk](http://www.callflow.co.uk)

- Email - [support@callflow.co.uk](mailto:support@callflow.co.uk)
- Mail - Customer Services, Call Flow Solutions Limited, Suite 2, Branbridges Industrial Estate, East Peckham, Kent, TN12 5HF.

3.3 There are up to four stages in the dispute resolution process.

#### **Stage 1 – raising the complaint**

Once you have a complaint reference number, please send us details of your complaint along with your complaint reference number, and we will respond within ten working days. You may do this via email or mail. You will receive a written response from us within ten working days.

#### **Stage 2 – escalation to a Manager**

If you are not satisfied with our proposed plan of action, please write to us by email or post quoting your complaint reference number requesting that your complaint be referred to the Customer Services Manager. You will then receive a further written response within ten working days.

#### **Stage 3 – escalation to a Director**

If you are still unhappy with the proposed plan of action, please write to us by email or post quoting your complaint reference number requesting that your complaint be escalated to our Director of Technical Services. You will then receive a further written response within ten working days.

#### **Stage 4 – independent adjudication**

If we have not reached an agreed settlement within eight weeks of receiving your complaint, or we agree in writing before eight weeks that the dispute should be settled by independent adjudication, you can refer your complaint for independent consideration through Alternative Dispute Resolution (ADR).

Call Flow is a member of the Ombudsman Services scheme. This is an independent dispute resolution service and is approved by the UK telecommunications regulator, Ofcom.

Please be aware that Ombudsman Services can only assist if you have completed Stages 1 to 3 of our dispute resolution process above, and you have given us adequate opportunity to resolve your issue. Ombudsman Services contact details and guidelines can be found at <https://www.ombudsman-services.org/sectors/communications>.