

Call Flow Solutions – Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

The Purpose of this Code

The overall purpose of the Code is to provide consumers with a clear statement of the range of products, services, policies, specification and support activities that we offer. It is intended to provide sufficient information for you, the consumer, to understand the range of products and services available from us and how to contact us whether to obtain a new service, clarify our terms and conditions, obtain support from us, or indeed to make a complaint.

About Us

Call Flow Solutions is a company registered in England and Wales (Company Reg No. 4366668). Our registered office is Suite 2, Branbridges Industrial Estate, East Peckham, Kent, TN12 5HF.

We provide broadband, phone and fibre services throughout Kent, East Sussex, Hampshire and Berkshire.

Nothing within this Code of Practice forms or is intended to form any contract between you and Call Flow Solutions. The products and services described within this document may not always be available, and may change from time to time. Our standard Terms and Conditions and Price Guide apply to the product or services available. Nothing in this Code of Practice affects your legal rights.

How to contact us

The fastest way to contact us is by using Call Flow Chat via our website, or by calling us on 08002800590, or by emailing us at enquiries@callflow.co.uk.

You can also contact us in writing. If you contact us in writing, we will aim to respond to you within 5 working days.

We may monitor or record online chats or calls made to or from our Support and Sales Team. We do this for training purposes, to improve the quality of our customer support, and to comply with Ofcom regulations.

How to make a complaint

If you're not satisfied with the service, you are receiving please follow the procedure below. We always aim to provide you with exceptional service, reliability and the best value for money. However, from time to time we recognise that there may be issues that need a satisfactory resolution. We commit to resolving such issues in an efficient and timely manner. The following information advises you on how to contact us in the event that you have a complaint.

Contact us

If you are a Call Flow residential or business customer, then here are the ways you can contact us:

Raising a complaint

The fastest way to let us know if you're not happy with your service is by contacting us by phone (0800 280 0590 9:00am - 6:00pm Monday to Friday, and 10:00 - 4:00pm Saturday) or by email at support@callflow.co.uk. You can raise a complaint via either of these methods and these are the best ways to get a quick resolution to any issue.

By letter

If you prefer, you can make a complaint by writing to the address below. Make sure you include the account username, postcode and telephone number of the service you're complaining about.

Once we receive your letter we will respond within 10 working days. If you need a quicker response, please use one of the other methods mentioned above.

Postal address:

Call Flow Solutions Limited, Suite 2, Branbridges Industrial Estate,
East Peckham, Kent, TN12 5HF

What we will do and when:

Our aim is to resolve any problem as quickly as possible, preferably during a phone call, email or online chat with you. However, if we are unable to resolve your complaint there and then, we will investigate further and contact you with an update as soon as we can.

If you prefer to contact us in writing, we will respond within 10 working days to any complaint. We will always try to resolve your complaint immediately, but whatever happens, we'll keep you regularly updated.

Stage 1 - How to contact us

If you are unhappy with any of our products, services or customer service teams, you may send your complaint to us in writing to:

Call Flow Solutions Ltd
Customer Service Department
Suite 2, Branbridges Industrial Estate
Branbridges Road
East Peckham Kent TN12 5HF

Or alternatively by telephone on 0800-280-0590 or email at support@callflow.co.uk

You will receive a written acknowledgement from us within 10 working days upon receipt of your correspondence.

Stage 2 – If you are not satisfied

If you are not satisfied with the proposed course of action, you should request that your complaint is referred to the Customer Service Director. You will receive a further written response from the Customer Service Director within 10 working days.

Stage 3 – If you are still unhappy

If you are still unsatisfied with the proposed plan of action, you may request that your

complaint is escalated to our Managing Director. You will receive a further written response within 10 working days.

Stage 4 – Alternative Dispute Resolution.

The final stage of the complaints process enables you to contact Otelo, the Independent Ombudsman. Please be aware that Otelo can only help you if you have followed our complaints procedure and given us adequate opportunity to resolve any issues. Otelo's contact details can be found [here](#). Otelo is an independent approved dispute resolution service and is empowered to resolve customer disputes; we are committed to this process. Otelo is approved by the communications regulator Ofcom.

An unresolved complaint can be referred to Ofcom three months after it is first made, or if we have sent you a letter explaining that the issue has reached 'deadlock'. If you require further information on the role of Ofcom, please visit <http://www.ofcom.org.uk/>