

# **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 available from us and how to contact us whether to obtain a new service, clarify our Terms and Conditions, obtain support from us, or to raise an issue or make a complaint. We like to provide the best possible service however from time to time things can go wrong, should this happen please inform us so we can put it right.

## **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 and phone services throughout Kent, East Sussex, Hampshire and Berkshire.

Nothing within this Code of Practice forms or is intended to form any contract between Call Flow Solutions and yourself. 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.

## **Ways to contact us with an issue**

**Telephone** - 0800 280 0590 (Monday – Friday 09.00 – 18.00) (Saturday 10.00 – 16.00)

**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)

**Letter** – Customer Services, Call Flow Solutions Limited, Suite 2, Branbridges Industrial Estate, East Peckham, Kent, TN12 5HF.

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.

## **What we will do and when**

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

## **How to raise a complaint**

If you're not satisfied with the service you are receiving please follow our complaints procedure below. We always aim to provide you with good service, reliability and value for

money. We commit to resolving 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. When you wish to start a complaint please ask Customer Services for a complaint reference and quote this in future correspondence relating to your complaint.

Please give full details of your complaint along with your complaint reference number, we will respond within 10 working days. We will always do our best to resolve your complaint promptly and as reasonable as possible.

### **Stage 1**

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

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

You will receive a written letter 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 please send a letter 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 10 working days.

### **Stage 3**

If you are still unhappy with the proposed plan of action, you may send a letter again quoting your complaint reference number requesting that your complaint be escalated to our Director of Technical Services.

### **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 issue. Otelo's contact details can be found [here](#). Otelo is an independent approved dispute resolution service and is empowered to resolve customer disputes. 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 a letter has been sent explaining the issue has reached 'Deadlock'. If you require further information on the role of Ofcom, please visit <http://www.ofcom.org.uk/>.