

Customer Complaints Procedure – June 2018

Firstly we are truly sorry to hear you are not happy with the service you have received from Air Telecom

We make every effort to ensure that our customers are happy with the level of service, products and services they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them as quickly and efficiently as practicable. The following information advises you on how to contact us in the event that you have a complaint.

Step 1

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

Air Telecom UK Limited - Client Services
Carleton House, 1st Floor 266-268 Stratford Road,
Solihull,
West Midlands
B90 3AD

Or email: support@air-telecom.com

Your complaint shall be acknowledged within 48 working hours.

Step 2

If you are unhappy with how Step 1 is progressing, you can request that your complaint is passed to the Client Services Team or Client Relationship Executive (CST or CRE). You will then receive a further response, both verbal and written, from the CST or CRE within 48 hours.

Step 3

If you remain unhappy with the progress made at Steps 1 and 2, you can request that your complaint is passed to the Director of Sales. The Director of Sales will respond to your request in writing with 24 hours.

Step 4

If you remain unhappy and wish to pursue your complaint further, if your complaint has been outstanding for more than 8 weeks or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from our Commercial and Retentions Team.

You now have the right to refer your complaint to Ombudsman Services if you want to. You have up to 12 months to do this.

The ombudsman's role is to help to resolve complaints. The service is free to use and is independent. It has the authority to resolve complaints by requiring; an apology; an explanation of what went wrong; a practical action to be taken to correct the problem; and, a financial award. If you accept the ombudsman's decision it is binding on us and we must put in place any remedy that is required. You can decline the decision if you want to and you will not be held to it or charged.

The contact details for Ombudsman Services are given below. If you can, it is usually best to phone and you should say that you have received this deadlock letter.

Ombudsman Services contact details:

By phone

The best way to contact us is by phoning us:

- 0330 440 1614 (phone)
- 0330 440 1615 (fax)
- 0330 440 1600 (textphone)

By post

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU
Email: enquiries@os-communications.org

By email

osenquiries@os-communications.org