



## Complaints Code of Practice

Complaint Handling and Dispute Resolution for Business<sup>1</sup> Customers

### Contents

1. Who we are
2. What this code is about
3. Our approach to complaints
4. How you can complain
5. What is a complaint?
6. Who replies to your complaint?
7. How are complaints handled?
8. The Adjudication Scheme
9. Help for disabled customers
10. Standards of service and compensation
11. Useful numbers
12. Our office hours

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<sup>1</sup> Business customers with over 10 employees



## 1. Who we are

KCOM is part of KCOM Group PLC. We provide a range of communications and integration services to both public and private sector organisations throughout the UK. Organisations with complex needs look to us to help them integrate technology solutions including contact, collaboration and cloud-based services. Our ongoing investment in the development of market-leading services means you gain access to a team of experts that helps you navigate the complexities of today's converging communications landscape. By listening to and learning from our customers, we design and deliver the right solutions to connect them with the things that matter.

For further information please visit our website [www.kcomplc.com](http://www.kcomplc.com) KCOM Group PLC publishes group company information once a year in its Annual Report & Accounts and releases statements every quarter about group, company and financial performance.

## 2. What this code is about

In providing services to customers we have to comply with various regulations. The communications regulator Ofcom requires us to have in place a Code of Practice which provides customers with details of how you can make a complaint, our process for dealing with a complaint and where you can obtain help if you are not happy with our response to your complaint.

## 3. Our approach to complaints

No organisation can be free of all problems and we may occasionally fail to meet the normal high standards of service that our customers expect. The purpose of this Code is to provide you with information about what to do and who to contact if you are having problems and how we will go about resolving any issues you might have. On the rare occasions that we are unable to resolve your problem, or if you are dissatisfied in any way with the service we offer, or with the way your problem has been handled, our complaints procedure will help you to complain. All complaints are dealt with on a case by case basis.

We aim to provide you with a simple and effective way to complain and clear information about how we will deal with your complaint. If you complain about something that is our fault we will explain what has gone wrong, apologise and try to put things right as quickly as possible.

This Code applies to any of the services provided to business customers by KCOM but does not include services provided to you by other network operators or service providers.

## 4. How you can complain

If you're not happy with any of our services please let us know by contacting the Compliments and Complaints Team. We want to know about your problems so that we can stop them happening. If you have a problem the first point of contact is:

*Email address:* [compliments.complaints@kcom.com](mailto:compliments.complaints@kcom.com)

*Postal address:* Compliments and Complaints Team, KCOM, 37 Carr Lane, Hull, HU1 3RE

If you require a copy of this document, please contact the team using the above contact details.

## 5. What is a complaint?

A complaint is when we receive an expression of dissatisfaction with the way we've done things (or not done something) and you want us to respond to you or take action to address your concerns. Your complaint may relate to either the services we provide to you, the process we use for resolving complaints, or the customer service you have experienced.

## 6. Who replies to your complaint?

Any employee within KCOM can raise a complaint on your behalf. The complaint will then be investigated by a dedicated complaints team who will acknowledge your issues and give an estimate of how long the investigation is likely to take. They will contact you to tell you what we have found and how we propose to resolve the issue.

Should our support teams not be able to resolve the complaint to your satisfaction then you may request that the matter be escalated. In some cases you may be asked to put the basis of your complaint into writing and send it to us via email to [compliments.complaints@kcom.com](mailto:compliments.complaints@kcom.com) or via post at the address above. This is to ensure that we have a clear view of your concerns and why you feel your issue has not been adequately addressed. This will then be logged as a formal escalation within the case notes of the open complaint record. The complaint case will then be reassigned to a member of the KCOM Team who has not previously been involved so that you (and we) can be sure of a fresh approach to your issue. They will contact you with a view to reaching a mutually agreeable resolution.

## 7. How are complaints handled?

We will deal with your complaint promptly and sympathetically. We endeavour to acknowledge receipt of a formal complaint within 2 working days and aim to provide a full written response within 20 working days from the date that the complaint was first formally recorded. Once logged with us you will receive a reference number for your complaint and you should quote this in any further correspondence.

Having made a formal complaint, if you are not satisfied with our response and wish to pursue it further, then you will need to seek your own independent legal advice.

## 9. Help for disabled customers

We want to make sure that we do not discriminate against our disabled customers. We have special arrangements for customers who are disabled and if you feel that additional assistance is needed in making a complaint to us or in dealing with your complaint then please let us know. If you feel uneasy about this, then please contact the various groups who will be able to help, such as the Equality and Human Rights Commission whose contact details are near the end of this Code.

## 10. Standards of service and compensation

In some cases where your complaint is upheld we will also consider compensation. The level of compensation and/or refund offered, if any, will be entirely dependent on the merit of each individual case.

## 11. Useful numbers

### Office of Communications

[www.ofcom.org.uk](http://www.ofcom.org.uk)

Head Office: Ofcom Contact Centre, Riverside House, 2a Southwark Bridge Road, London, SE1 9HA. Tel: 0300 123 3000 / 0207 981 3000

Postal Complaints: Ofcom, PO Box 1285, Warrington, WA1 9GL. Tel: 0207 981 3040

Full details of how to contact Ofcom, including how to provide them with information online, can be found here: [www.ofcom.org.uk](http://www.ofcom.org.uk)

### Trading Standards Advice

You can find your local Trading Standards office by using the search facility at [www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk)

### Citizens Advice Bureau

You can get online advice or find your local Citizens Advice Bureau at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Equality and Human Rights Commission

You can get online advice at:

[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

Alternatively you can contact them by phoning:

0845 604 6610 (England)

0845 604 5510 (Scotland)

0845 604 8810 (Wales)

## 12. Our office hours

### Compliments and Complaints Team

08:00 – 17:30 Monday – Friday