



## **Eclipse Complaints Code of Practice**

### **Complaint Handling and Dispute Resolution for Domestic and Small Business Customers**

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## 1. Who we are

At Eclipse we are dedicated to providing you with an exceptional experience, from beginning to end. We have completely unscripted UK-based customer and technical service teams who are always on hand to answer questions, fix issues and give guidance on how to get the best from your service. We pride ourselves in keeping up-to-date with the latest advancements in technology and how our Connect, Cloud and Communicate portfolios can help you maximize their potential.

As part of the KCOM Group, we are able to combine our unique culture and market focus with the strength of a FTSE PLC; this means that you will always be in safe hands. We promise to always do our best for our customers, to ensure that the solutions we provide fulfil your needs and that you feel supported throughout the whole of your relationship with us.

## 2. What this code is about

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

## 3. Our approach to complaints

We want to make sure that you are happy with the services we provide but sometimes we know things can go wrong. 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. If something has not met your expectations, we want to know straight away.

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 error we will explain what's gone wrong, apologise and try to put things right quickly. In some cases, we will also consider compensation.

This Code applies to any of the services provided to you by Eclipse 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 our Customer Services 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:

##### Small businesses

Postal address: KCOM, 37 Carr Lane, Hull, HU1 3RE  
Email address: [mycare@kcom.com](mailto:mycare@kcom.com)  
Phone number: 0345 1224 333  
Fax number: 01392 333 334

##### Residential users

Postal address: KCOM, 37 Carr Lane, Hull, HU1 3RE  
Email address: [mycare@kcom.com](mailto:mycare@kcom.com)  
Phone number: 0345 1224 111  
Fax number: 01392 333 334

If you require a copy of this document please contact us using the details above to request this.

#### 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. How are the complaints resolved?

Anyone at Eclipse can help to resolve a complaint. You will need to explain what your complaint is about and we will resolve it there and then, or will explain what further action we may need to take to consider your complaint and how long that will take.

We will deal with your complaint promptly and sympathetically. We aim to resolve all complaints within 5 days on average although it is usually quicker than that.

If you are unhappy with how your complaint is being managed or you feel that our usual complaints process is not able to deal with your complaint satisfactorily then your complaint may be escalated to a member of the Customer Experience Team to coordinate. Your case will be fully reviewed by



people who have not previously been involved so that you (and we) can be sure of a fresh approach to the issue.

Independent help or advice may be available locally from the Trading Standards Department or Citizens Advice Bureau (please see contact details at the end of this document). Please talk to us first as we can often settle these issues during a phone call.

Ultimately, if you are dissatisfied with the outcome of your complaint then you may choose to take your complaint to Alternative Dispute Resolution (see below).

## 7. The Adjudication Scheme

We recognise that some complaints cannot be settled without the help of an outside, independent authority. You can take the case to a court where you are likely to have to appear in person and present your case. Alternatively, you may wish to consider using the Ombudsman scheme for communications (Ombudsman Services: Communications, "OSC") that has been especially created for use in the communications industry.

A complaint may be taken to OSC if we have formally informed you that the complaint that you asked us to resolve is in deadlock, or if the complaint you made to us has not been resolved within 8 weeks.

The OSC's job is to investigate complaints fairly, listen to both sides of the story and look at the facts. The decision is binding on us but you can reject it and take the dispute to court.

To find out how the service works and what it covers, please refer to the OSC website or call them on 0330 440 1614. The scheme is meant as a straightforward alternative to legal action and is free for customers to access and use.

You can contact OSC as follows:

OSC website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

Postal address: Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

Email address: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)

Phone number: 0330 440 1614

Text phone number: 0330 440 1600

Fax number: 0330 440 1615



## 8. Help for disabled customers and vulnerable consumers

In order to ensure the fair and appropriate treatment of our disabled customers and vulnerable consumers (customers whose circumstances may make them in need of additional support) we have special arrangements in place. If you are disabled or in a vulnerable situation and 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 one of the various groups who will be able to help, such as the Equality and Human Rights Commission (contact details can be found at the end of this document).

If you require a copy of our Complaints Code in an alternative format, we can also supply it in braille, large print and on audio CD. To request a copy in one of these formats, please contact our customer service.

## 9. 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 different dependent on the merit of each individual case.

## 10. Useful contacts

Sometimes you might decide that you want or need some help with any issues you may have with us. The following provides details for those organisations who you might wish to contact:

### Office of Communications

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

Riverside House  
2A Southwark Bridge Road  
London  
SE1 9HA

For complaints and advice you can call 0300123 333 or email [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk). Alternatively, you can send details of any complaint to Ofcom, PO Box 1285, Warrington, WA1 9GL. Full details of how to contact Ofcom can be found here: <https://www.ofcom.org.uk/about-ofcom/contact-us>

### Trading Standards work in partnership with the Citizens Advice Consumer Helpline.

The Citizens Advice consumer helpline will provide advice to you and refer your details to Trading Standards. For advice or to make a complaint contact the Citizens Advice consumer helpline by [visiting their website](#) or by calling them on:

Telephone 03454 040506  
Text phone 18001 03454 040506

### Equality and Human Rights Commission

You can get online advice at: <http://www.equalityhumanrights.com>