



Code Of Practice on Complaint Handling and Dispute Resolution

Assured Communications (Leicester) Limited – T/A Assured Communications is an independent company which supplies business communications services in the United Kingdom. The services which we provide are often those of third party suppliers with which we liaise on your behalf. When dealing with Assured Communications we accept full responsibility for the services that we supply and endeavour to deliver you the best possible services from those third party suppliers.

We constantly strive to ensure that all the services we provide are done so in a safe, secure manner and with excellent levels of service. Despite our desire to deliver excellent service every time, on occasions something may go wrong and you may feel the need to complain. Any complaint you may wish to make will at all times be treated seriously and in the strictest confidence. We will aim to resolve any complaint quickly and efficiently and where appropriate instil new procedures to ensure such a complaint will not be required in the future.

At any point in your dealings with Assured Communications you can raise a complaint using the following points of contact:

Phone: 01164000010

Email: complaints@assuredcommunications.co.uk

Post: 199 Clarendon Park Road, Leicester, LE2 3AN

If you decide to contact via telephone we will try and to resolve your complaint on that call. In order to do so we will need to protect your privacy and information we hold about you. In order to do that we may have to ask questions to confirm your identity and that we are speaking to the right person.

If your complaint is via post or email, we will respond acknowledging receipt, advising of our next steps and when you can next expect a response from us. You will also be provided details on how to monitor and receive updates on your complaint.

With regards your complaint we will try to keep you informed at all times and resolve it as quickly as possible. We aim to resolve all complaints within 7 working days. Due to our business, and the telecoms industry, this is not always possible but you will be kept fully informed if we are unable to reach a resolution in this time. If at any point you are not satisfied with the dealing of your complaint or the speed of progress you can request that your complaint is passed directly to a director of Assured Communications for their immediate attention. If you request this a director will respond with an update within 24 hours.

If any point we are unable to resolve your problem/complaint we will write to you to let you know the reason why we cannot help.

BUSINESS COMMUNICATION SOLUTIONS **MOBILE BROADBAND HOSTED PBX FIXED LINE IT SUPPORT**

T 01164 000 010

E admin@assuredcommunications.co.uk

W www.assuredcommunications.co.uk

Registered in England and Wales: 07799424

Registered Office: 199 Clarendon Park Road, Leicester, LE2 3AN

Assured Communications is the trading name of Assured Communications (Leicester) Limited



In the unlikely event that we are unable to resolve a problem you may have, you have the option to seek help outside of Assured Communications. If it has been more than 8 weeks since your initial complaint (when you first contacted us) or you have received a letter from us stating that your complaint has reached 'Deadlock', then you may request help from our ADR (Alternative Dispute Resolution) provider:

The Ombudsman Service

Tel: 03304401614

Email: osenquiries@os-communications.org

Post: 3300 Daresbury Park, Daresbury, Warrington, WA4 4HS

If you have an unresolved complaint, Ombudsman Services: Communications may be able to help. They independently handle disputes for companies that are signed up to their scheme. The service is free to consumers and simple to use. They are approved by Ofcom, the independent regulator and competition authority for the UK communications industry.

If at any point you require more information on our complaints procedure please feel free to get in touch.

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