

Complaints Procedure

Introduction

At Matrix247 we are committed to providing our customers with an excellent level of service. However we recognise that we sometimes get it wrong, and when we do, we want you to tell us so that we can put things right as quickly and smoothly as possible. With this in mind, we have developed Complaints Procedure which explains who you should contact and what to do if you have a complaint about Matrix247's services. The Complaints Procedure is described below.

Contacting us

If you would prefer to write to us instead, please address your letter to:

Head of Customer Service and Billing

Matrix House

Kingsway

Haslingden

Rosendale

BB4 4QJ

Customer Service 0345 3620 247

These lines are open from 8:30am to 5:30pm Monday to Thursday and until 5pm Friday.

Alternatively please email: customerservices@matrix247.com

How we will deal with your complaint

When you contact us, we will normally ask you to give us the following information in order to deal with your complaint as efficiently as possible:

- Company name and account number
- Name, contact phone number and postal address
- Nature of the complaint (including any relevant detail)

You can give this information to us over the phone or in writing.

When we have registered your complaint we will give it an identification number that you may refer to in any further contacts with us regarding your complaint. We will make every effort to resolve your complaint when you first contact us. However this is not always possible and we may have to investigate your complaint further.

Whatever your complaint we will give you our initial response to it no longer than 5 working days from when you notified us. If you are not happy about the way in which your complaint has been handled, you can call us on 0345 3620 247 and ask to speak to the Customer services Manager. If after having contacted the Customer Services Manager you are still not satisfied about the way we have dealt with your complaint, you should ask for your complaint to be reviewed by the Managing Director. We aim to resolve all complaints within 20 working days from when you notify us but more complex cases may take longer.

Taking further action

If we have not been able to resolve your complaint to your satisfaction within 40 working days from when you notified us, we will send you a letter confirming this. This letter is normally referred to as a "deadlock letter" and confirms that there is nothing more we can do with respect to your complaint. When you have received the deadlock letter from us, you may wish to refer the complaint to one of the following two organisations. The Ombudsman is appropriate if you are a small business, while Ofcom should be contacted if you are larger.

Office of Communications

The Office of Communications (Ofcom) is the body set up by the Government to monitor and regulate telecommunications within the UK. Ofcom aims to provide the best possible deal for customers in terms of quality, choice and value for money. You will find the contact details for Ofcom below.

Ofcom
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Telecommunications Ombudsman

The Telecommunications Ombudsman (Ombudsman Services Communications) is a free and independent service that deals with complaints by residential and small business customers against member telecommunications companies. Their contact details are below

By post

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

By Email: enquiries@os-communications.org

By Telephone 0330 440 1614

Web site www.ombudsman-services.org