

## **Customer Code of Practice – Complaint and Dispute Resolution**

At Southern Communications we are committed to providing you with outstanding customer service and we want to ensure that we continuously listen to our customers, to understand their concerns and respond appropriately.

We accept that things can go wrong on occasion, but we see these instances as an opportunity for us to set things right and demonstrate our culture of putting the customer at the heart of what we do.

### **How to raise a complaint**

In the first instance you should contact the Customer Experience team who will address your query or refer you to our Corporate Account Management Team should your account be managed in this department.

- Telephone 01256 391046
- Email [customerexperience@southern-comms.co.uk](mailto:customerexperience@southern-comms.co.uk)

The representative you speak to will be happy to take the details of your issues and handle your enquiry with the intent of providing a resolution to the matter as quickly as possible involving your Customer Experience or Corporate Account Manager as required. To help us get to a solution more quickly, please ensure that you have the following information ready when you contact us or that it is added to your email;

- Your Customer Reference Number which can be found in the left-hand corner of your bill.
- The most appropriate contact telephone number and email address that is listed on your account.
- As much detail as you can provide about the issue to help us understand more about the issue.
- What you feel we can do to fairly resolve the matter
- In the majority of cases we have found we can resolve your complaint first time and to your satisfaction.

To learn more about how we handle the data received in this correspondence please see our privacy policy <https://www.scgconnected.co.uk/privacy-policy/>

If you remain unhappy with the resolution being offered, you can request that the matter is escalated by the Account Manager to the Customer Experience Escalations Management Team who will review the situation and contact will be made with you within 24 hours to discuss if anything further can be done to resolve your complaint by a Senior Escalations Co-ordinator who will take on full ownership of the issue and work to a resolution with you involving those key persons in the business where required. The Senior Escalations Co-ordinator will be your point of contact for any matter concerning the complaint. On those occasions where the Senior Escalations Co-ordinator is unable to resolve things to your satisfaction, the matter will be escalated further to our Operating Directors as a Customer Experience Escalation request. These Directors will undertake a full review of the

circumstances resulting in your complaint. We aim to resolve all complaints received by the Customer Experience Escalations Management Team within 10 working days. Should we be unable to provide a suitable resolution for you at this stage – or if 8 weeks has passed since your initial complaint – then, we will provide you with a letter or email of ‘deadlock’ outlining our position.

The Customer Experience Escalations Team can be contacted directly if you feel that matter is of a sufficiently serious or sensitive in nature by emailing [customerexperienceescalations@southern-comms.co.uk](mailto:customerexperienceescalations@southern-comms.co.uk)

Ombudsman Services: Communications Ombudsman Services: Communications provides an independent service to domestic or small business customers who are not satisfied with the resolution of their complaint. You must contact Ombudsman Services within 12 months of receipt of a deadlock letter or email. Ombudsman Services:

Communications PO Box 730 Warrington WA4 6WU

Phone: 0330 440 1614 Fax: 0330 440 1615

Text phone: 0330 440 1600

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

Website: [www.ombudsman-services.org/communications.html](http://www.ombudsman-services.org/communications.html)

### **Ofcom**

Ofcom is the regulatory body for the communications industry. Ofcom oversees our service provision within the terms of the Communications Act 2003 that are relevant to us.