

Sirus Telecom

Complaints Handling Procedure

Sirus Telecom is committed to providing all of our customers with the highest level of telephone service but at competitive wholesale prices. However, in the unlikely event that you experience any problems, we would like you to inform us, so that we can attempt to resolve it quickly and efficiently.

1. CONTACT DETAILS

We can be contacted in writing at:

Ketts House
Winchester Road
Chandlers Ford
Eastleigh
Hampshire
SO53 2FZ

Customer Services can be contacted as follows

Telephone: 0333 222 1133
Facsimile: 0333 222 1134
E-mail: customerservices@sirus-telecom.co.uk
Website: www.sirus-telecom.co.uk

2. CUSTOMER SERVICES

We will use our best endeavours to deal with all complaints fully and fairly, and in a reasonable time scale. (It is our aim that complaints will proceed through the internal system within 8 weeks of the first complaint.) It may be necessary, in some circumstances, for us to respond by telephone. However, should you require a response in writing, please ask. In the unlikely event that you have cause for complaint about any level of our service please follow the procedure below:

STEP 1: Contact the Customer Services Team

The customer services team will investigate your complaint and work to resolve any issues you may have in line with your terms and conditions of service.

STEP 2: Contact Customer Service Manager

If you feel that your complaint has not been adequately resolved you can ask for the matter to be escalated and referred to a customer service manager. The Customer Service Manager will review your case and attempt to resolve any issues. Should the matter not be resolved, a formal written complaint should be made. Calls to Sirus Telecom may be recorded for monitoring and training purposes.

STEP 3: Arbitration

Sirus Telecom believes that it is in everyone's interest to attempt to resolve disputes without 3rd party assistance. However, if the above procedure has been followed without resolution you may refer your complaint to our arbitration service, The Ombudsman Service. This cannot be done however until 8 weeks after an initial complaint has been lodged, or until a deadlock letter has been issued by Sirus Telecom.

We can provide you with full details of these services. Complaints to The Ombudsman Service must be made within 6 months of reaching deadlock or, if deadlock is not agreed, within 9 months of making your complaint to Sirus Telecom.

STEP 4: OFCOM

If you believe that your complaint has not been handled in line with the Sirus Telecom complaints procedure or followed the independent arbitration process, then please contact The Ombudsman Service who will review the matter. However, Ofcom CANNOT alter or review The Ombudsman Service decisions. For more details of Ofcom's role please refer to their web site.

STEP 5: Court action

Should all other methods of attempting to resolve the issues fail, court action can be started.

3. OBTAINING A COPY OF THIS CODE.

A copy of this code is published on our web site or alternatively is available on request to any of our customers (free of charge). Alternative formats including Braille are available on request.

4. CONTACT DETAILS OF RELATED ORGANISATIONS

Ofcom
Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA
Tel: 0845 456 300
Website: www.ofcom.org.uk

The Ombudsman Service
PO BOX 730
Warrington
WA4 6WD
Tel: 0330 440 1614
Website: www.ombudsman-services.org

5. ADDITIONAL INFORMATION

This code has been approved by Ofcom for the purpose of section 2 Communications Act 2003.