

PMS NETWORKS LTD

COMPLAINT HANDLING PROCEDURE

For Small Business Customers

We like giving Good Service

But, from time to time, things can go wrong. If that happens, we want to know so we can put it right and keep you happy with our service. This complaints code gives you all the information and contact points you need if you want to make a complaint.

In this code of practice we tell you;

- how to get in touch if you have a complaint to make
- how we will deal with your complaint and when we will respond to you
- what to do if you are not satisfied with how we handled the complaint.

If you can't, or do not want to, complain, we are happy to take the details from someone else you nominate. If you would like a free hard copy of the code, please ask us in one of the ways we specify on the next page. You can also ask for a copy in large print.

Contacting Us

You can raise your complaint in any of the following ways;

- By Phoning 0844 5732611 and asking for our customer service team
- By email to helpdesk@pmsnetworks.co.uk
- By Letter to; Helpdesk, PMS Networks Ltd, 41 Vittoria Street, Birmingham, B1 3ND
- By Facsimile to 0844 5732612

Be sure to include the name and telephone number of your company. That's because these help us process your complaint faster. We'll normally get back to you by phone, but will confirm any conversation in writing if you ask us to. The quickest ways to get in touch are by phone or email. You can write to us but it might take longer to get back to you (up to 10 days). We'll aim to solve your complaint within 25 working days but sometimes it does take a bit longer.

How We Deal With Your Complaint

1. We will make a genuine effort to resolve your complaint immediately. If we cannot achieve that, we will give you an estimate of when we can report back to you or when the issue may be resolved
2. If you are not happy, you can ask us to escalate (pass to next level of management) at any time but we would appreciate having time to try and resolve the issue.
3. If you are still not happy, ask us to escalate the matter again. At this stage our senior management will review your complaint and we will let you know the outcome.
4. We will not close off your complaint case without your agreement that it is resolved or, if we are unable to agree, we will issue a letter of deadlock. You can use this to approach an independent arbitrator to help resolve the issue.

If You Are Still Not Satisfied

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from:

Ombudsman Services – Communications
PO Box 730, Warrington, Cheshire, WA4 6WU T: 0330 440 1614
E: enquiries@os-communications.org W: www.ombudsman-services.org

Ombudsman Services/CISAS is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

Contact Information

PMS Networks Ltd, 41 Vittoria Street, Birmingham, B1 3ND,
Tel 0844 5732611, Fax 0844 5732612,
Helpdesk@pmsnetworks.co.uk, Helpdesk Tel No. 0844 5732616
Registered Address: Hanover Court, 5 Queen Street, Lichfield, Staffs, WS13 6QD
Reg in England 04610266, Vat Reg GB 687 9795 35

Ombudsman services — Ombudsman Services, The Brew House, Wilderspool Park, Greenall's Avenue, Warrington, WA4 6HL 0330 440 1614 ([http://0330 440 1614](http://03304401614)) enquiries@os-communications.org (<mailto:enquiries@oscommunications.org>) www.ombudsman-services.org (<http://www.ombudsman-services.org>)

Ofcom — Riverside House, 2a Southwark Bridge Road, London SE1 9HA
020 7981 3040 (tel:+442079813040) or 0300 123 3333 (tel:+443001233333) contact@ofcom.org.uk (<mailto:contact@ofcom.org.uk>) www.ofcom.org.uk (<http://www.ofcom.org.uk>)

Federation of Communication Services (FCS) — Burnhill Business Centre, Provident House, Burrell Row, Beckenham BR3 1AT
020 8249 6363 (tel:+442082496363) fcs@fcs.org.uk (<mailto:fcs@fcs.org.uk>) www.fcs.org.uk (<http://www.fcs.org.uk>)