

Complaints Procedure

Thank you for choosing Citytalk

Thank you for choosing the Citytalk Group as your Telecoms provider. At Citytalk we passionately believe in our Five Fundamental Rules. These are the bases of our business ethics and are carried through each department. These core values have enabled us to become a trusted Telecoms provider for hundreds of companies throughout the UK.

We pride ourselves on delivering excellent customer service and support to our customers. However we do realise that on the odd occasion we can get it wrong and when we do we would like you to notify us so we can rectify any problems as quickly and efficiently as possible.

Our complaints policy is designed to explain what to do in the event of a problem...

How to make a complaint

Should you wish to make a complaint, please contact our experienced Customer Care Manager on: **0333 2414 104**. Our lines are open from **8am to 6:00 pm** to take your call.

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

Customer Care Manager
Citytalk Group
Hewgate House,
Rabans Lane,
Aylesbury,
Bucks,
HP19 8RT

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 contact 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 should contact the Managing Director: Matthew Croxford on **01296 744311**. 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 the Ombudsman...

Telecommunications Ombudsman

The Telecommunications Ombudsman is a free and independent service that deals with complaints by residential and small business customers against member telecommunications companies. Ombudsman is funded by Citytalk and other telecoms companies. You can contact them with the below details:

**Office of the Telecommunications Ombudsman
(Otel) Wilderspool Park
Greenall's Avenue
Warrington
WA4 6HL**

Local rate phone number: 0845 050 1614
Textphone: 18001 0845 051 1513
Fax: 01925 430059
E-mail: enquiries@otelo.org.uk
Website: www.otelo.org.uk