

Our Complaint Statement

Broadband, Home Phone & Mobile

June 2015

We aim to be the nation's most trusted utility supplier, so if we've let you down in any way we need to know.



Our promise to you

We promise to investigate your complaint fully and provide you with a resolution in a timely manner.

We will:

- provide you with an apology
- give you a full explanation
- take appropriate actions to put things right
- arrange compensation in appropriate circumstances

If at any point during the complaints handling procedure you are unhappy with how your complaint is being handled, you may request for your complaint to undergo an internal review. You can also find free, independent advice by contacting the Citizens Advice consumer service anytime during the complaint process.

Step 1

Registering your complaint with us

So that we can deal with your complaint, please get in touch.

If you contact us by **telephone** we will always work to resolve your complaint within **one working day**.

If you contact us by **email or letter**, we will always work to resolve this by **5pm the day after** the letter or email is received.

Of course, some issues take longer to resolve; if this is the case, we'll set your expectations within the above timescales.

Most complaints are resolved at this stage. If you're not happy at any point you may ask to speak with a member of our escalations team, who may then refer to either the management team or one of our specialist teams.

If your complaint isn't resolved to your satisfaction you may proceed to the **next step**.

email us	memberservices@uwdc.co.uk
call us	0333 777 0777 Monday to Friday 9am to 5:30pm Saturday 9am to 4:30pm
minicom / email	0333 003 5643 deafmemberservices@uwdc.co.uk (deaf / speech impaired members)
write to us	Member Services Utility Warehouse Network HQ 508 Edgware Road The Hyde London NW9 5AB
visit us	You're welcome to come to our Headquarters in London. Just click here to book an appointment.

Step 2

If there's a problem with your complaint

If, after reporting your complaint through Step 1, you feel that it hasn't been satisfactorily dealt with, you may write directly to the **Chief Executive's Office**.

A member of that office will review your complaint and how it was handled and call you or reply to you to try to resolve it to your satisfaction.

If we're unable to reach an agreement, we will write to you explaining our position and final decision.

write to us Chief Executive's Office
Utility Warehouse
Network HQ
508 Edgware Road
The Hyde
London
NW9 5AB

Step 3

If the complaint is unresolved to your satisfaction

If our Chief Executive's Office hasn't resolved your complaint to your satisfaction after eight weeks of first registering your complaint with us, or we have issued you a letter explaining our position and final decision, and you are still unhappy, then you may contact the **Ombudsman Services: Communications**.

If referring your case to the Ombudsman Services: Communications, you must do this within nine months of first registering your complaint with us. They will investigate your complaint and will provide a decision. You can then choose to accept or reject their decision.

If you accept, we must act on their findings. They could ask us to provide an apology, explanation, take remedial action and provide monetary compensation in appropriate circumstances.

If you reject their decision, you may pursue your complaint elsewhere, but you will lose the right to any resolution through the Ombudsman Services: Communications.

Ombudsman Services: Communications

call them 0330 440 1614

textphone 0330 440 1600
(deaf / speech impaired members)

write to them Ombudsman Services:
Communications
PO Box 730
Warrington
WA4 6WU

online form [ombudsman-services.org/
communications](http://ombudsman-services.org/communications)