

Customer Complaints Code

The Purpose of this Code

We have produced this Customer Complaints Code as part of our obligations under the telecommunications regulations and in accordance with Ofcom requirements. The overall purpose of the Code is to provide our clients with a written code about our complaints handling procedures in a clear and transparent manner.

Complaint Handling and Dispute Resolution

Complaints

We take all complaints seriously and will do what we reasonably can to resolve the issue speedily and to the satisfaction of the client concerned.

Contact Us

We offer a variety of means of contact, depending on your needs at any point in time. The principal methods are detailed below:

Telephone	020 8545 8200 (0830 – 1730 Monday to Friday excluding bank holidays)
Fax	020 8545 8215
Email	customerservice@opus-telecoms.co.uk
Escalation Path	You can access our escalation path by visiting our website and under support you will find the escalation details of relevant managers and directors should you feel contacting them is necessary.
Website	You can contact us via our website www.opus-telecoms.co.uk via the online webchat facility. Your enquiry will be forwarded immediately to our customer services team who will contact you. Please note that this service is only available during working hours (0830 – 1730 Monday to Friday excluding bank holidays).
In Writing	Opus Telecoms, Unit 4, 50 Windsor Avenue, London SW19 2TJ

Response Times

All disputes are logged and we aim to acknowledge all disputes within 24 working hours. Your complaint will be investigated and a case handler assigned. If we cannot resolve your complaint within the first 3 working days, an agreed contact time will be made and you will be updated regularly by us.

Stages to resolve your complaint

	Stage	Description
1	Request for complaint to be raised	You can request to raise a complaint by contacting your Account Manager, Customer Service Team or by any other method of contact set out above.
2	Receipt of a complaint	All complaints are sent to the relevant department and a complaint case will be raised. The customer service team will confirm your contact details and the case reference, sending you an email or a letter should you prefer to confirm these details in writing. Your case handler will then contact you within 48 hours of your complaint being raised to introduce themselves and set the expectations for your complaint moving forward, giving their direct contact details.
3	Case Investigation	The case handler will update you at regular intervals agreed with you at your initial conversation. Wherever possible contact will be made by phone and followed up by email.
4	Closure	If you confirm following the investigation that your complaint has been resolved, the case will be closed.
5	Case re-open/Case Escalation	If after you have spoken to the case handler you are not satisfied with our response, the original case will be re-opened or immediately escalated and assigned to the Customer Service Manager/Head of Professional Services.
6	Case open over 8 weeks	If the complaint is open for 8 weeks or longer the case handler will inform you that you have the right to contact Ofcom if applicable. Please see below for further information.

Alternative Dispute Resolution

If we have not resolved your complaint to your satisfaction after 8 weeks or if you have received a letter from us saying that your complaint has reached “deadlock”, you may make a complaint through Ofcom.

Ofcom is an independent regulator and their details are as follows:

Ofcom
Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Email: contact@ofcom.org.uk

Web site: <http://www.ofcom.org.uk/>

Tel: 020 7981 3040 or 0845 456 3040

Compensation

We have no rigid compensation process. If there is a circumstance where compensation would be appropriate, we would look at it upon its own particular facts and assess the applicable level of compensation. We do our utmost to ensure that we comply with all legislative and regulatory requirements. Any compensation will be paid as a credit to your monthly invoice or otherwise as agreed.

Services for Disabled Customers

Opus Telecoms will make special arrangements on a case by case basis. Examples would be the provision of this Code in Braille or in large print. Please contact us for assistance and further information if you require this document in Code in Braille or in large print, please see the contact details above.

A copy of this Code is available on our web site. However, if you would like us to post you a copy then please contact us and we will happily send you one free of charge.

Review of this Code

If you have any specific comments on this Code, or would like us to consider specific amendments, corrections, or improvements in a future revision, then please do contact us.