

## Customer Feedback Procedure & Complaints Code

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At Opus, we want to hear any feedback you want to give us. This can be good, bad or indifferent. You can provide us feedback in several different ways –

- In person
- By telephone
- In writing (either via email or letter)
- Through customer survey
- Webchat (opustech.co.uk)

### **Positive Feedback**

If you feel your Opus representative has provided you service excellence or demonstrated our core values from the below – please feel free to make us aware of this so we can award the individual.

- Work Together To Win Together
- Be Brave and Think Differently
- Own It and Never Give Up
- Strive To Be The Best
- Stay Curious And Keep Learning

Each month the Service Delivery Management will assess the feedback and if it meets the following criteria, any staff mentioned will receive a gift as a gesture of appreciation.

### **Dissatisfaction Feedback**

If you ever feel dissatisfied by the service provided to you by Opus, we want to hear it! We don't want to shy away from feedback that will enable us to solve problems for our customers and make them happy.

We shall assign a case handler to these cases and ensure that each dissatisfaction is treated with care so that we can get to the route of issues, sort them and ensure they never happen again.

## **Feedback received via Customer Thermometer**

Following the conclusion of a case/project with Opus, you will receive a closure confirmation with an invitation to provide some feedback on how you felt your case/project was handled.

Good Service feedback emails are no further action.

When you provide feedback via the customer Thermometer (Great Service, Average Service, Poor Service) an automatic email is sent across to senior management.



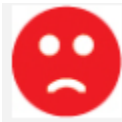
**Great Service – You feel that Opus provided service excellence.**



**Good Service – You feel that Opus met your requirements.**



**Average Service – You feel that the service provided was to a decent standard but could be improved**



**Poor Service – You feel that the service received was poor.**

Great Service emails are reviewed and if written feedback is provided about an individual this will be treated as a positive feedback case.

Average & Poor Service feedback emails are reviewed and flagged to the Customer Experience Team to raise a Dissatisfaction feedback case. We shall then contact you and find where we could have improved and how we can ensure you are receiving the service excellence we strive to provide.

**Thank you for providing feedback, this ensures that we can keep improving our service to you and ensure that on each occasion you speak to an Opus representative, you receive the service excellence you deserve.**

## **Complaint Handling and Dispute Resolution**

We have produced this 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.

### **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 8545 (08.30 – 17.30 Monday to Friday excluding bank holidays)
Email	<a href="mailto:customerservice@opustech.co.uk">customerservice@opustech.co.uk</a>
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. <a href="https://www.opustech.co.uk/customer-support/escalation-process/">https://www.opustech.co.uk/customer-support/escalation-process/</a>
Webchat	You can contact us via our website <a href="http://www.opustech.co.uk">www.opustech.co.uk</a> via the online web chat facility. Your enquiry will be forwarded immediately to our Service Delivery team who will contact you. Please note that this service is only available during working hours (08.30 – 17.30 Monday to Friday excluding bank holidays).
In Writing	Opus, 1 <sup>st</sup> Floor London Court, 39 London Road, Reigate, Surrey, RH2 9AQ

### **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	<b>Request for complaint to be raised</b>	You can request to raise a complaint by contacting your Account Manager, Service Delivery team or by any other method of contact set out above.
2	<b>Receipt of a complaint</b>	All complaints are sent to the relevant department and a complaint case will be raised. The Service Delivery 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	<b>Case Investigation</b>	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	<b>Closure</b>	If you confirm following the investigation that your complaint has been resolved, the case will be closed.
5	<b>Case re-open/Case Escalation</b>	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 a member of the incident management team.
6	<b>Case open over 8 weeks</b>	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](mailto: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 account or otherwise as agreed.

## **Services for Disabled Customers**

Opus 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.