



Loop Voice and Data
845 The Crescent
Severalls Business Park
Colchester
Essex
CO4 9YQ

Customer Complaints Code

Introduction

We make every effort to ensure that our customers are happy with the level of service, products and services they receive from us. However, despite our best efforts, things can go wrong. When they do, we want to know so that we can put them right as soon as possible.

This code of practice explains how to contact us and our procedures for resolving complaints about sales, billing, fault repair or services. The Code forms part of our Code of Practice.

If you have a complaint

Please contact your Account Manager on 01206848090 option 2 or email admin@loopvoiceanddata.co.uk. You will be asked about your complaint and seek to resolve the problem whilst you are on the line. If this is not possible, we will agree a course of action with you.

You may also send your complaint in writing to 845 The Crescent, Severalls Business Park, Colchester Essex, CO4 9YQ, or via an email to admin@loopvoiceanddata.co.uk.

During any discussions we will protect the privacy of the information that we hold on you. We may have to ask questions to confirm that we are speaking to the right person.

Taking the complaint further

If your complaint is not resolved to your satisfaction after this procedure, you can escalate the complaint to our Operation Director Dave Corgat and then ultimately to our Managing Director Shahram Bagherzadeh.

If we cannot resolve the problem, then we will write to you to say so. If you remain unhappy and wish to pursue your complaint further by alternative dispute resolution, you may wish to refer to the Ombudsman Service Alternative Dispute Resolution Scheme which can be found at www.ombudsman-services.org/communications.html.

Corporate defamation

Loop Voice and Data takes corporate defamation extremely seriously. Any suspected corporate defamation occurrences will be dealt with by our legal team.