



Freestyle Communications Ltd – Complaints Procedure

Freestyle Communications Limited aims to provide high quality services which meet your needs. We believe we achieve this most of the time however if we are not getting it right please let us know. In order to ensure that our services remain at a consistently high standard, we have a procedure via which you can let us know if you are unsatisfied in your dealings with our organisation.

We want to resolve your complaints as soon as possible. Please call our customer services department on 0808 175 6822 and we'll do our best to fix any problems you may be having with our service, as soon as possible.

If you are unhappy with Freestyle Communications please tell us.

If you are unhappy about any Freestyle Communications service, you can email your complaint to complaints@freestylecomms.co.uk or by post to Freestyle Communications Ltd, Ellismuir House, Ellismuir Way, Tannochside Park, Uddingston G71 5PW

As a service provider we are entitled to 8 weeks to address your complaint. If, for some reason, we have not been able to satisfactorily resolve your complaint within this time-frame you should contact the Communication & Internet Services Adjudication Scheme (CISAS) whose details are below.

Our Responsibilities

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Bi-annually review any complaints so that we can continually improve our standard of customer service.

Handling Your Complaint

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 3 business days.
- If your complaint is urgent, such as where you have been accepted by us as undergoing financial hardship under our financial hardship policy, where your service is about to be disconnected, or where you are receiving Priority Assistance (for example, for medical reasons) we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.

- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- We may impose a charge for handling your complaint in special circumstances. For example, we may charge you a fee where your complaint requires us to retrieve archived records that are more than 24 months old.

Step One:

If you are not satisfied with the response given to you, you may ask Customer Service Management to escalate your complaint to senior management directly. If so, we will try to make a senior management representative available to address the complaint as soon as possible (depending on availability).

Step Two:

We will then invite you to a meeting with a member of senior management to further try and resolve any issues you may be experiencing.

Step Three:

When your complaint is resolved, we will confirm this with you within 10 business days. If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside body:

The Communication & Internet Services Adjudication Scheme (CISAS)

What kind of complaints can CISAS deal with?

CISAS is managed independently by The Centre for Effective Dispute Resolution (CEDR), an Alternative Dispute Resolution Provider, approved by Ofcom, to resolve disputes related to communication and internet services. The service is free of charge to customers as required by the Communications Act 2003.

When should I approach CISAS?

If you have a complaint about your phone or internet, the first step you should take is to contact us and try and resolve it directly. Usually the problem can be resolved at this stage. However, if you are unhappy with the resolution of the problem, you can escalate your complaint to CISAS

How do I contact CISAS?

CISAS can be contacted in any of the following ways:

By telephone: 020 7520 3814

By textphone: 020 7520 3767 By email: cisas@cedr.com

By post:

CISAS

Centre for Effective Dispute Resolution 100 St Paul's Churchyard
London EC4M 8BU

By fax: 0845 1308 117

Visit the website: www.cedr.com/consumer/cisas/