

Complaint handling and dispute resolution

(Online services)

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Foreword

Systems Integration UK Ltd is an independent company that delivers communications services to domestic and business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us.

However, despite our best efforts, things can go wrong.

We take customer complaints very seriously and aim to resolve them quickly and efficiently.

Making a complaint

If you have any reason to complain with regard to services which have been provided to you by Systems Integration UK Ltd, you may submit details of your complaint in writing to the following email address: support@simail.co.uk.

Upon receipt of your complaint, Systems Integration UK Ltd Customer Services department will acknowledge receipt by email within a maximum of 2 working days of its receipt. This email will provide details of any actions which Systems Integration UK Ltd proposes to take in relation to your complaint and the timescale for completion of these actions.

Systems Integration UK Ltd will treat any complaints in the strictest confidence and in line with our privacy policy.

During subsequent telephone discussions we will protect the privacy of the information that we hold on you. To do this, we may have to ask you some questions to confirm that we are speaking to the right person.

Complaint resolution

We will try to resolve your complaint quickly and efficiently and keep you informed at all times. We aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible.

Escalation

If you are not happy with progress in resolving your complaint you can request that the matter is escalated to a manager, and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

Deadlock

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from CISAS (contact details below).

(CISAS/ The Ombudsman Services) is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

If at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

Useful addresses

CISAS

70 Fleet Street, London, EC4Y 1EU
Tel: 0845 1308 170 or 0207 520 3827
Email: info@cisas.org.uk | Website: www.cisas.org.uk

Ofcom

Riverside House, 2a Southwark Bridge Road, London SE1 9HA
Tel: 020 7981 3040 or 0300 123 3333
Email: contact@ofcom.org.uk | Website: www.ofcom.org.uk

PhonepayPlus

Clove Building, 4 Maguire Street, London, SE1 2NQ
Tel: 0800 500 212 or 020 7940 7474
Email: info@phonepayplus.org.uk | Website: www.phonepayplus.org.uk

Telephone Preference Service

DMA House, 70 Margaret Street, London W1W 8SS
Tel: 0845 070 0707
Website: www.tpsonline.org.uk

Federation of Communication Services (FCS)

Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT
Tel: 020 7186 5432
Email: fcs@fcs.org.uk | Website: www.fcs.org.uk