



Complaint handling and resolution process

We are committed to providing you with the best value residential telecommunications service in the UK. We understand that faults can occur, and when they do, we want to correct them quickly. We provide a comprehensive complaint handling process to solve your problem as soon as possible. When you call us on 01522 692263, a customer service adviser will note the details of the problem and will agree a course of action with you. Due to the complex nature of some queries, some may take a little longer to resolve.

If you are not happy with the response you receive you may ask for the matter to be referred to a senior manager for further investigation.

In the rare event we are unable to resolve your problem we will write to you informing you of the position. This is sometimes called the 'deadlock' letter. When you receive this letter you have the right to refer your case to Ombudsman Services, also if after three months from first making the complaint and you do not hear from us you can contact Ombudsman Services. Ombudsman Services' contact details can be found below. Ombudsman Services will want to ensure that you have followed this process before contacting them. If this is not evident Ombudsman Services is likely to refer the matter back to Gateway of Technology Ltd for resolution.

An application to Ombudsman Services does not relieve you from any obligation you may have to pay any amounts not in dispute.

Dispute resolution

Once you have entered our formal complaint procedure, we will have 21 days to reply. If after eight weeks you feel that we have not dealt with your complaint in a timely and satisfactory manner, or if we have sent you a letter explaining that the issue has reached "deadlock" you can refer the matter to an Ombudsman and ask them to investigate:

Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

Phone: 0330 440 1614

Fax: 0330 440 1615

Email: osenquiries@os-communications.org

Website: ombudsman-services.org/communications

If you need further advice:

Ofcom

Ofcom (Office of Communications) is the main regulator for the communications industry. Their contact details are as follows:-

Office of Communications (Ofcom), Riverside House, 2a Southwark Bridge Road, London SE1 9HA

Contact number: 0300 123 3333 or 020 7981 3040

Email: contact@ofcom.org.uk

web site: <https://www.ofcom.org.uk>

