



Oricom Ltd & ODS Digital Ltd – Complaints Procedure

Oricom & ODS Digital aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

We want to resolve your complaints as soon as possible. Please call our customer service 08444154888 and we'll do our best to fix any problems you may be having with our service, as soon as possible.

If you are not happy with Oricom or ODS Digital please tell us

If you are unhappy about any Oricom or ODS Digital service, you can email your complaint to complaints@oricom.co.uk or by post to Oricom Ltd, 1 Cockburn Place, Riverside Business Park, Irvine, KA11 5DA.

As a service provider we are entitled to 8 weeks to address your complaint **IF** for some reason we have not been able to address your complaint you should then direct it to The Ombudsman.

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 our complaints so that we can 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 1

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 2

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 3:

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 bodies:

The Ombudsman is an alternative dispute resolution scheme for residential and small business consumers in respect of disputes. The TIO can assist you if you have been unable to resolve your complaint with your phone or internet company directly. The TIO seeks the co-operation of BOTH parties through an alternative dispute resolution process to achieve an outcome that is fair and reasonable.

What kind of complaints can The Ombudsman deal with?

The Ombudsman deals with complaints about telecommunications services. Some of these include billing problems, telephone faults, poor customer service, mobile phone contract problems and Internet access difficulties.

When should I go to The Ombudsman?

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 make a complaint to the TIO.

How do I contact the TIO?

Phone: 0330 440 1624

Email: enquiry@ombudsman-services.org

Registered address and offices:

Ombudsman Services, 3300 Daresbury Park, Daresbury, Warrington, WA4 4HS