

Code of Practice Complaints Handling & Dispute Resolution

VTSL's CODE OF PRACTICE ON COMPLAINT HANDLING & DISPUTE RESOLUTION

VTSL Ltd is an independent company that delivers communications services to 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. We will liaise with all necessary parties to ensure that any problems are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service and products 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.

If you have a complaint about any part of our service, please contact us using one of the following

By phone: 02070783200

By email: chiefexecutivesoffice@vtsl.net

By letter: Chief Executives Office, VTSL Ltd, 5 Nickols Walk, London, SW18 1BZ

If you telephone to register your complaint, our advisors will ask you about the issue and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold about you and your issue. To do this we may have to ask you questions to confirm that we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond, and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the CEO. If we cannot resolve the problem, we will write to say so.

If the complaint is not resolved to your satisfaction within 10 working days you may refer the matter to ITSPA, The Internet Telephony Providers Association, using the process [outlined here](#).

If after referring the matter to ITSPA and more than 8 weeks since the date of the complaint has passed, you may refer the matter to an Alternative Dispute Resolution Scheme. VTSL is a member of the Communications - Ombudsman Service.

Ombudsman Services – Communications

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS T: 0330 440 1614

W: www.ombudsman-services.org

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.

Alternatively, 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

The Ombudsman Services

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS

T: 0330 440 1614

E: enquiry@ombudsman-services.org

W: www.ombudsman-services.org

(CP questions can be directed to osaccountmanagers@ombudsman-services.org)

Ofcom

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

T: 020 7981 3040 or 0300 123 3333

E: contact@ofcom.org.uk

W: www.ofcom.org.uk

Phone-paid Services Authority

40 Bank Street London, E14 5NR

T: 0800 500 212 or 020 7940 7474

E: info@psauthority.org.uk

W: www.psauthority.org.uk

Telephone Preference Service

DMA House, 70 Margaret Street, London W1W 8SS

T: 0345 070 0707

E: tps@dma.org.uk

W: www.tpsonline.org.uk

Federation of Communication Services (FCS)

The Grainger Suite, Dobson House, Regent Centre, Newcastle upon Tyne, NE3 3PF

T: 020 7186 5432

E: fcs@fcs.org.uk

W: www.fcs.org.uk