

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: 03334050000

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.

[Please click here for further details on how to contact the Ombudsman Service.](#)