



Our aim is to provide the best service to all customers. However, sometimes things can go wrong and, when they do, we want to put them right for you as quickly as we can.

In this Complaints Code of Practice, we'll tell you how to get in touch with us if you want to make a complaint and how we'll deal with your complaint, however we would ask that all issues are first logged with our support team on 01482 247365, via support@quickline.co.uk or through your customer portal.

Complaints Code of Practice

How to complain about our services

To help us deal with your complaint as quickly as possible, we recommend you provide some information to help us find your account. Things like the account holder's name, address and postcode, for the service you're complaining about, as well as a telephone number to contact you on, would be really helpful.

By email

To let us know if you're not happy with your service contact us by email to complaints@quickline.co.uk to receive our complaints form. Alternatively access the form directly at [Complaints form](#) <https://goo.gl/forms/Nqh0sOsApALKJFKp2>

We will call you back within 24 hours of receiving your complaint (Monday to Friday) using the contact number you have provided or by email if this is your favoured contact method.

This is the best way to get a quick resolution to any issue.

By letter

If you prefer, you can make a complaint by writing to the address below.

Quickline Communications Limited
Customer Care Manager
Unit 3, Priory Court
Saxon Way
Hessle
HU13 9PB

Once we receive your letter we will respond within 10 working days. If you require a quicker response, please use email as mentioned above.

What we do after you've made a complaint

Our aim is to resolve any problem as quickly as possible. To assist with this, we will contact you via the contact telephone number you have provided to seek a resolution. However, if we can't resolve your complaint during the call, we'll investigate further and get back to you with an update as soon as we can.

If you require a response in writing, we'll respond within 5 working days to any complaints made via complaints@quickline.co.uk, or within 10 working days to any letter of complaint. We'll always try to resolve your complaint immediately, but whatever happens, we commit to keeping you regularly updated.

What to do if you're still not satisfied

If you're still not satisfied with our final position on your complaint you can take the matter to our Alternative Dispute Resolution (ADR) by contacting the Ombudsman Services.

Ombudsman Services provides a free, independent service for Quickline customers who are not satisfied with the final outcome of their complaint.

Please note the Ombudsman Services cannot deal with complaints about commercial policy (e.g. our prices, broadband, availability, or our decision to refuse to provide a service following our fraud or credit checks), nor can it deal with complaints from business users with more than 10 employees.

You can refer your complaint to Ombudsman Services for resolution. Ombudsman Services' contact details are:

Address:

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

Email: osenquiries@os-communications.org

Website: ombudsman-services.org/communications

Telephone: 0330 440 1614

0330 440 1600 (textphone)

Before contacting Ombudsman Services all complaints need to be submitted to us by one of the methods stated in the 'How to complain about our services' section to give us the opportunity to resolve it.

Ombudsman Services will not review any complaint which is less than 8 weeks old unless we agree we cannot do anything further and have provided you with a deadlock letter and complaint reference.

Nothing within this Complaints Code of Practice forms or is intended to form any contract between you and Quickline Communications. Our standard terms and conditions apply to the product or services available. Nothing in this Complaints Code of Practice affects your legal rights.

Learning from complaints

We are committed to continually improving our customer service and we take account of any customer complaints to help with this. We may also ask you for feedback on the service that you have received. If you do have any suggestions or ideas on how we can improve, please let us know.