

Talk Straight Limited Complaints Code of Practice

Introduction

Talk Straight Limited (TSL) are dedicated to providing the highest quality of service for our customers. We aim to ensure that all queries are fully answered, and our customers are satisfied with our service.

With a value and culture based on continuous improvement, if you feel that this has not been the case, then we really do want to know. Our Complaints Code of Practice is in place to ensure all complaints are handled as effectively and efficiently as possible. The Code is there to help you understand what you should expect from us, if you are not happy with your TSL service. We are always ready to listen and respond to your needs, as quickly as possible, so feel free to contact us; we do listen, and we will help.

Summary

We want to resolve your complaint as soon as possible and wherever appropriate, we will allocate dedicated resource to assist you, and resolve your concern(s).

If your complaint is regarding any of the following business areas, then please contact the relevant department head below, either by email, phone or letter.

Marketing or Sales:	info@talk-straight.com
Service Delivery, Installations or Support:	operations@talk-straight.com
Network Operations:	technical@talk-straight.com
Finance:	finance@talk-straight.com
Telephone:	01133 222 333
Address:	Talk Straight Limited, Units 2-4, Backstone Business Park, Dansk Way, Ilkley, West Yorkshire LS29 8JZ

We will act to ensure that any dissatisfaction is resolved as effectively and quickly as possible, to our and our supply chain's best ability.

Our Responsibilities:

- Provide a structured, efficient and fair mechanism for handling complaints.
- Keep customers informed as to the progress of their complaint e.g. next action(s), owner(s) and timeframe.
- Inform customers of the reached resolution and set expectations of completion.
- Identify and resolve issues, and where they exist, address root causes.

To review our complaints monthly, to inform and improve, our processes, systems, standards and ultimately our service.

Making and Handling Your Complaint:

1. Upon receiving a complaint (email, telephone or letter), we will acknowledge your contact via telephone and/or in writing within 48 hours. Please ensure any related tickets are referenced within the written complaint.
2. We will identify an appropriate senior manager to own and lead your complaint within TSL. Where the complaint is across business divisions, then we may allocate a member of the Executive to own and lead your complaint.
3. We will seek to understand the nature of the complaint, and the issues being conveyed, as well as conducting internal investigations with the relevant department(s) and/or supply chain partners.
4. Our aim is to resolve complaints effectively and in a timely manner, and we will aim to reach a resolution plan within 10 working days (or sooner).
5. Complex complaints may take longer than 10 working days to provide a resolution plan. In these cases, we will regularly update you on the progress and desired / expected timeframe.
6. We will keep you informed of the progress of your complaint, proposed actions and the expected time frame for resolution. Where new information or evidence comes to light, then if appropriate, we will adjust the proposed action plan.
7. We will aim to provide regular updates, as a minimum every other working day.
8. We will advise you of the outcome of your complaint in writing once a resolution has been agreed.

If your complaint has not been resolved to your satisfaction, and depending on the nature of your complaint, your case can be escalated to the Executive team at TSL, or we may seek third party arbitration.

All complaints made to TSL will follow the above Complaints Code of Practice. Please be aware that should your case not have followed the initial path of our Complaints Code of Practice, then it may be that you are guided back through the process.

TSL takes all complaints extremely seriously, therefore, please do be assured that our Chief Executive's office receives regular updates and insights to how the complaints are being resolved by the assigned senior manager.