



Communications in a whole new light...

Making a complaint

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Making a Complaint

If we have got something wrong, then we need to know about it so we can put things right. You can contact us to make a complaint by phone on 01745 335983 (Monday to Friday, 9am-5pm), or email to complaints@in2com.co.uk. You can also write a letter and send it to our office address. To help you raise a complaint please follow the escalation process:

Step 1

Ensure you have already raised the problem with our support service and that you have maintained as many facts available including email correspondence, support ticket references and any evidence that may help support your complaint.

Step 2

Preferably make the complaint in writing, either by email to complaints@in2com.co.uk or by posting a letter to our offices.

Step 3

Following the receipt of your complaint, you will receive an acknowledgment and case reference number within 1 business day, and we will aim to solve the problem within 5 business days.

Step 4

Finally, if we cannot resolve the problem within eight weeks, and you are still dissatisfied, you can choose to contact the Communications Ombudsman Services for an Alternative Dispute Resolution. We will then follow the Ombudsman's decision, if you agree with it.

You will find contact details for the Ombudsman Services for Communications at

<http://www.ombudsman-services.org/>