



Complaints Code of Practice and Complaints Handling Procedure

In line with Ofcom's complaint handling requirements Ninehundred Communications are committed to dealing with any complaints about our products or services in a prescribed and prompt manner.

In the first instance you should contact our Quality Manager by any of the following 4 methods:

Post to: Ninehundred Communications
White Rose Way
Doncaster Carr
Doncaster
DN4 5JH

E-mail to: info@ninehundred.co.uk

Phone to: 01302 552332

In Person: If you'd like to talk to face to face, you can visit the above address and ask for our Quality Manager.

Please make it clear that the subject is a Complaint for the attention of the Quality Manager.

Remember, if you use a Service Provider, you should contact them first.

What happens next?

Our Quality Manager will thoroughly investigate your complaint in a fair and even handed manner. He/She will make every attempt to ascertain if there has been a fault in our systems and procedures and see whether this has caused you to be dissatisfied with our goods or service supplied to you. Hopefully, he/she will be able to provide full transparency and clarification which will allow us to mutually agree upon a satisfactory resolution to your complaint. Our Quality Manager will at all times keep you informed regarding any progress made in the investigation and resolution process as appropriate.

If after eight weeks we have still not resolved your complaint to your satisfaction, or if we have advised you that we have reached deadlock, you can refer the issue to Otelo (the ombudsman service) for independent resolution. They will provide a free, independent service to investigate your complaint, provided it is appropriate under their terms of reference, but you must have gone through Ninehundred's own complaints procedure first before they can help you.

You can find out more on their website at www.otelo.org.uk or email them at enquiries@otelo.org.uk

Or, you can write to them at:

Otelo
PO Box 730
Warrington
WA4 6HL
Phone: 01925 430049 or 0845 050 1614
Fax: 01925 430059

Alternatively, your local Citizens Advice Bureau or trading standards office may be able to help – please contact them direct.