Customer Complaints Policy

Introduction

At VoIPcloud we are committed to providing excellent customer care and ensuring that our customers have a positive experience with our telecommunications services. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of VoIPcloud, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary

We work hard to resolve complaints as soon as they arise. Please call our customer service and we'll do our best to fix any problems you may be having with our service, as soon as possible.

Our Responsibilities

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly reviews of our complaints so that we can improve our standards of customer service.

Handling Your Complaint

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 5 business days.
- If your complaint is urgent, such as where you have been accepted by us as undergoing financial hardship under, where your service is about to be disconnected, or where you are receiving Priority Assistance (for example, for medical reasons) we will prioritise your complaint and attempt to resolve it within 5 business days. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- We may impose a charge for handling your complaint in special circumstances. For example, we may charge you a fee where your complaint requires us to retrieve archived records that are more than 24 months old.
- Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you.
- If your complaint is upheld in your favour, and we have charged you complaint handling fees, we will refund you the full amount of the fees charged within 30 calender days.

Step One

If you have a complaint regarding any aspect of your account or dealings with VoIPcloud, we urge you to telephone our customer service department in the first instance. Our objective is to resolve the vast majority of enquiries or complaints during your first contact.

You will be charged at a local rate. If you prefer to put your complaint in writing, we will respond to your email and will confirm any details in writing if you request us to do so.

If required, you can appoint an authorised representative or an advocate to interact with us on your behalf. Please see our website for the procedure and form to appoint an authorised representative or advocate. When you discuss your complaint with VoIPcloud we can assist you to clarify and formulate the complaint.

You can also make a complaint using any of the other contact methods on our website, or please ask us if there is any other method you would like to use to submit a complaint.

Step Two

Complaints made to the company are overseen by our customer service management. After a complaint is made, if it is not immediately resolved, we may need to investigate. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

If you are not satisfied with the response tendered to you, you may ask the customer service management to escalate your complaint to senior management directly. If so, we will make a senior management representative available to address the complaint as soon as possible (depending on availability).

Step Three

When your complaint is resolved, we will confirm this with you within 10 business days.

If your complaint is not resolved to your satisfaction by VoIPcloud, and depending on the nature of your complaint, yo u may refer your complaint to the following outside bodies:

Ofcom Ombudsman Services

In the unlikely event that your complaint has not been resolved by VoIPcloud to your satisfaction within a period of 6 weeks, or if during the process of investigating your complaint you believe the situation has reached a deadlock, you may refer your complaint to the ombusdsman service for independent consideration. The ombusdsman will make an independent decision based entirely on the merits of the complaint and at no cost to the customer. Customers may contact the ombudsman directly via their website: http://www.ombudsman-services.org/complain-now-communications.

How much does it cost?

The Ofcom Ombudsman Service is free of charge. There is no charge to have a complaint investigated by Ofcom

How do I contact Ofcom Ombudsman Services?

Directly via their website: https://www.ofcom.org.uk/complain-to-ofcom.

The best way to contact Ombudsman Services is by calling:

Phone - 0300 123 3333

Fax - 020 7981 3333

Textphone - 18001 01925650744

Ofcom are open Monday to Friday 9am until 5pm.

By post:

Ofcom PO Box 1285, Warrington WA1 9GL.

Other

For certain telecommunications and trade practices issues, you may lodge a complaint to:

- The Office of Fair Trading (OFT);
- The Competition and Markets Authority;
- You may also obtain legal advice from your solicitor as an alternative avenue for a resolution