

Complaint Handling

Overline Network Consultants Limited is committed to providing all of our customers with the highest level of telephone service.

In the unlikely event that you experience any problems, we would like you to inform us, so that we can attempt to resolve it quickly and efficiently.

1. CONTACT DETAILS

Overline Network Consultants
Unit 8 The Quoin Estate
Marlborough Road
Lancing Business Park
Lancing
West Sussex
BN15 8AD

Customer Services can be contacted on **01903 855000**.

Or you can email our Customer Services Team at: contact@overline.com

Visit our web site at: www.overline.com

2. CUSTOMER SERVICES

We will use our best endeavours to deal with all complaints fully and fairly, and in a reasonable time scale. (It is our aim that complaints will proceed through the internal system within 8 weeks of the first complaint.) It may be necessary, in some circumstances, for us to respond by telephone. However, should you require a response in writing, please ask.

In the unlikely event that you have cause for complaint about any level of our service please follow the procedure below:

2.1. STEP 1: Contact the Customer Services Team

The team will investigate your complaint and work to resolve any issues.

2.2. STEP 2: Contact the Customer Services Manager

If you feel that your complaint has not been adequately resolved, you can ask for the matter to be escalated and referred to a customer service Manager. He/she will review your case and attempt to resolve any issues. Should you feel the matter has not been resolved to your satisfactory, please feel free to write in to our Complaints Department. Calls to Overline Network Consultants may be recorded for monitoring and training purposes.

2.3. STEP 3: Ombudsman

If we are unable to resolve your complaint the Ombudsman maybe able to consider your complaint. There are some rules about when the Ombudsman can become involved, check <http://www.ombudsman-services.org/communications.html> for more information.

3. OBTAINING A COPY OF THIS CODE.

A copy of this code is published on our web site or alternatively is available on request to any of our customers (free of charge).

4. CONTACT DETAILS OF RELATED ORGANISATIONS

Ofcom
Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA
Tel:0845 456 300
Website:www.ofcom.org.uk

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU
0330 440 1614 or 01925 430049
Website: <http://www.ombudsman-services.org/communications.html>
Monday to Friday 9am – 5pm

5. ADDITIONAL INFORMATION

This code has been approved by Ofcom for the purpose of section 2 Communications Act 2003.