

## COMPLAINTS POLICY

REVISION 1.1 - 30/05/2018

We aim to provide the best service possible to our customers, with a fair and transparent approach to customer service. However if you do wish to make a complaint please follow the procedure below.

### Step 1 - Contact our customer service team

In the first instance, please contact our customer service or support staff to raise your complaint in relation to your service using the usual contacts. If you are unsure where to direct your complaint please call us on 0333 344 8088 or email [complaints@wildcard.net.uk](mailto:complaints@wildcard.net.uk) and we will be able to assist you. We have a target of 5 working days to provide a resolution to your complaint, however depending on the issue this can take longer. In either case we will contact you within 5 working days to provide an update.

### Step 2 - Internal complaint escalation

In the unlikely event that our customer service team are unable to resolve your complaint, or you are dissatisfied with the resolution provided please let our team know and request an escalation to the complaint, or email [complaints@wildcard.net.uk](mailto:complaints@wildcard.net.uk) providing full details of the issue. An escalation can only be raised after we've offered a resolution or 5 working days have elapsed since your complaint was raised. We have a target of 6 working hours to respond to your escalation, you will be contacted by a member of our senior team who will look at your issue and aim to provide a resolution within 2 working days of receiving the escalation, some issues may take longer than this, we will keep you up to date during this process.

### Step 3- Director level escalation

If the above steps haven't resolved your complaint to your satisfaction a director level escalation can be raised. To raise a director level escalation you must have attempted to resolve the complaint through the process above and allowed adequate time for our team to investigate, and resolve the complaint. To raise a director level escalation please email [complaints@wildcard.net.uk](mailto:complaints@wildcard.net.uk) providing full details of the issue and process to-date and request that this is escalated to director level. Your request will be forwarded to our directors to investigate further, we will respond confirming that this issue has been escalated to director level within 6 working hours. A target of 10 working day applies to provide a response to a director level escalation. You can also write to our directors at:

The Directors, Wildcard Networks, Reliance House, Skinnerburn Road, Newcastle upon Tyne, NE4 7AN

### Step 4 - Alternative Dispute Resolution

In the rare event that we are unable to resolve your complaint using the steps above, the issue can be raised with a third-party Alternative Dispute Resolution (ADR) provider called 'Ombudsman Services'. The ADR will act as an independent arbitrator. The complaint can only be raised with the ADR where 8 weeks have passed since you made your initial complaint, or where we have provided a response stating that we will take no further action with your complaint (deadlock). Ombudsman Services can be contacted using the following details:

Ombudsman Services - Communications  
PO Box 730  
Warrington  
WA4 6WU

Tel: 0330 440 1614

Email: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)