



## Introduction

At Hello we are committed to providing our customers with an excellent level of service. However we recognise that we sometimes get it wrong, and when we do, we want you to tell us so that we can put things right as quickly and smoothly as possible. With this in mind, we have developed a Complaints Procedure which explains who you should contact and what do if you have a complaint about Hello's services. The Complaints Procedure is described below.

## Contacting us

If you would like to make a complaint about our service, please call our Customer Services line on **0115 852 6600**. These lines are open from 9am to 5pm Monday to Friday.

If you would prefer to write to us instead, please address your letter to:

### Head of Customer Service and Billing

Hello Telecom (UK) plc  
19 Musters Road Nottingham  
NG2 7PP

## How we will deal with your complaint

When you contact us, we will normally ask you to give us the following information in order to deal with your complaint as efficiently as possible:

- Company name and account number
- Name, contact phone number and postal address
- Nature of the complaint (including any relevant detail)

You can give this information to us over the phone or in writing. When we have registered your complaint we will give it an identification number that you may refer to in any further contacts with us regarding your complaint. We will make every effort to resolve your complaint when you first contact us. However this is not always possible and we may have to investigate your complaint further.

Whatever your complaint we will give you our initial response to it no longer than 5 working days from when you notified us. If you are not happy about the way in which your complaint has been handled, you can call us on **0115 852 6600** and ask to speak to the Office Manager. If after having contacted the Office Manager you are still not satisfied about the way we have dealt with your complaint, you should ask for your complaint to be reviewed by the Managing Director. We aim to resolve all complaints within 20 working days from when you notify us but more complex cases may take longer.

## Taking further action

If we have not been able to resolve your complaint to your satisfaction within 40 working days from when you notified us, we will send you a letter confirming this. This letter is normally referred to as a "deadlock letter" and confirms that there is nothing more we can do with respect to your complaint. When you have received the deadlock letter from us, you may wish to refer the complaint to one of the following two organisations. The Ombudsman is appropriate if you are a small business, while Ofcom should be contacted if you are larger.



### Office of Communications

The Office of Communications (Ofcom) is the body set up by the Government to monitor and regulate telecommunications within the UK. Ofcom aims to provide the best possible deal for customers in terms of quality, choice and value for money. You will find the contact details for Ofcom below.

### Ombudsman Service

The Ombudsman Service is a free and independent service that deals with complaints by residential and small business customers against member telecommunications companies. The Ombudsman Service is funded by Hello and other telecoms companies. You will find the contact details for the Ombudsman Service below.

### Premium Rate Services

All Premium Rate Services numbers are easily identified as they begin with the digits 09. The Premium Rate Service industry is regulated by PhonepayPlus. This means that if you have a complaint about the way in which Premium Rate Service numbers are advertised or managed, the type of service provided or the way in which information received via a PRS number has been presented during the calls concerned, PhonepayPlus will be pleased to hear from you. You will find the contact details for PhonepayPlus on the last page of this leaflet. All calls to Premium Rate Service numbers are charged at a higher rate than normal local, regional and national calls. If your complaint involves a dispute over charges for these calls, we will ensure that your concerns are looked into thoroughly and professionally if you let our Customer Services Department know on **0115 852 6600**. If we believe the call charges to be correct, however, it may be possible to obtain compensation from the Service Provider responsible for the PRS service involved via PhonepayPlus. Although PRS Service Providers are under no obligation to provide compensation for any calls other than those made to PRS numbers which provide a "live", non-recorded service, request for compensation for calls made to recorded information PRS numbers can be made to PhonepayPlus.

### Useful addresses and phone numbers:

#### Office of Communications (Ofcom)

Riverside House,  
2a Southwark Bridge Road  
London  
SE1 9HA

Phone: **0845 456 3000**  
Fax: **020 7981 3334**  
Email: **contact@ofcom.org.uk**  
Website: **www.ofcom.gov.uk**

#### PhonepayPlus

Clove Building  
4 Maguire Street  
London  
SE1 2NQ

Phone: **0800 500 212**  
Website: **www.phonepayplus.org.uk**

#### The Ombudsman Service: Communications

PO Box 730  
Warrington  
WA4 6WU

Phone: **0330 440 1614**  
Fax: **0330 440 1615**  
Textphone: **0330 440 1600**  
Email: **osenquiries@os-communications.org**  
Website: **www.ombudsman-services.org**