

This code has been established in response to the independent telecommunications complaints mediation process established by the Ombudsman Services: Communications (formerly 'Oteló'). Concert is a member of the Ombudsman Services: Communications and is committed to providing excellent customer service.

This code applies to all sized business customers although please note the sections relating to ADR (alternative dispute resolution) relate specifically to Small Businesses.

## 1. Definitions

### In this Customer Complaints Code:

**"Small Business"** means companies with fewer than 10 employees and billing less than £5,000 per annum as defined by the Ombudsman Services: Communications.

**"Large Business"** means companies that are not Small Businesses.

## 2. Process for making a complaint

**2.1.** The process for making a formal complaint is simple, and you can contact us in a number of ways: by telephone, fax, or letter – the details for which are all available in the 'contact us' section of the Concert website, or please see below. Alternatively you can email us at [complaints@concertnetworks.co.uk](mailto:complaints@concertnetworks.co.uk). Please feel free to use whichever method is most convenient to you; we will address your complaint in exactly the same way regardless. Please include the following in your communication:

- 2.1.1.** A brief overview of the complaint;
- 2.1.2.** How long the issue has been ongoing;
- 2.1.3.** Any relevant supporting documentation (ie emails sent and received, letters from losing providers, etc);
- 2.1.4.** Your desired outcome.

**2.2.** Once Concert is in receipt of the complaint, we will acknowledge receipt of it within 8 working hours, informing you as to who will be managing the process, and setting out some specific timescales as to when a complete response should be received. Obviously this will depend on the nature and complexity of the issue to be addressed. Concert will look into the issue that you have reported, and will investigate internally. We may require some additional information from you, and if this is the case we would ask that you provide this as soon as you are able, in order to resolve the matter as quickly as possible.

## 3. Outcome of investigation and further action

**3.1.** Once Concert has concluded its investigation of your complaint we shall inform you immediately of our findings in writing.

**3.2.** In the event the matter can be resolved to a mutually agreeable outcome the case will be considered closed.

**3.3.** In the event there is disagreement, the matter will be escalated depending on the size of the customer's business:

**3.3.1.** If you are a Small Business you may refer your complaint to the Ombudsman Services: Communications free of charge for ADR (alternative dispute resolution) if you feel that you are either not making satisfactory progress, and your complaint is still unresolved after 8 weeks, or if Concert has sent you a deadlock letter, stating that we are no longer able to deal with your complaint.

**3.3.2.** If you are a Large Business the Ombudsman Services: Communications service is not available and the Ombudsman Services: Communications will not assist you further with your complaint. Oteló was originally established in response to the fact that Ofcom acknowledge that smaller companies are not always able to afford to seek professional advice to resolve problems with their telecoms supplier. They therefore appointed two regulatory bodies, one of whom was Oteló ([www.otelo.org.uk](http://www.otelo.org.uk)) – now known as Ombudsman Services: Communications ([www.ombudsman-services.org](http://www.ombudsman-services.org)).

## 4. Contact details

Concert's contact details in the event of a complaint arising are as follows:

- 4.1.** Telephone – 0808 2082400;
- 4.2.** Fax – 0808 2082401;
- 4.3.** Email – [complaints@concertnetworks.co.uk](mailto:complaints@concertnetworks.co.uk);
- 4.4.** Letter – 3 Tabley Court, Moss Lane, Knutsford, Cheshire WA16 0PL