



## **SwitchConnect – SwitchNumbers - Switch** *Trading names of Equinet Technologies Limited*

### **Complaints and Dispute Resolution**

Switch are committed to providing excellent service and endeavour to deal with any complaint fairly and within a reasonable period of time. However, should a customer remain dissatisfied with any aspect of our service, they are welcomed to contact us whereupon we will do our utmost to resolve the problem as quickly as is reasonably practicable. We operate a complaints procedure to help ensure that any complaints are dealt with efficiently and to your satisfaction. Should you wish to receive a hard copy of this Complaints and Dispute Resolution procedure, please email your request to [support@switch-tele.com](mailto:support@switch-tele.com).

If you have a problem with the way we have sold, provisioned or delivered the service to you, you should:

- In the first instance, telephone us on 01133320957 or write via email to [support@switch-tele.com](mailto:support@switch-tele.com). We aim to respond to you within one working day. Our customer service staff will do their utmost to successfully resolve any problems at that point. If, however, your problem cannot be resolved during the phone call, we will agree a course of action with you. If you remain unhappy with the way in which your complaint has been handed in the first instance, you may contact the Customer Service Manager via [support@switch-tele.com](mailto:support@switch-tele.com) mentioning your customer reference number and any related phone numbers. They will respond and aim to resolve your complaint within two working days.
- If the Customer Service Manager is unable to resolve the issue to your satisfaction, you may escalate your concern to the Operations Manager and again if unsuccessful, to the Managing Director by emailing [support@switch-tele.com](mailto:support@switch-tele.com). In both cases, they will aim to respond to you within two working days.
- Please note that in all cases we ask that you mention your customer reference number and any related telephone numbers in all correspondence and that you work with our management team to resolve your concern. In the unlikely event that your complaint has not been resolved by Switch to your satisfaction within a period of eight weeks, or if during the process of investigating your complaint you believe the situation has reached a deadlock, you may refer your complaint to CISAS for independent consideration. CISAS will make an independent decision based entirely on the merits of the complaint.

Customers may contact CISAS directly:

#### **CISAS**

**24 Angel Gate**

**London**

**EC1V 2PT**

or via their website: <http://www.cisas.org.uk/>

For further supporting information please also visit our Service Level Agreement:

<http://www.switchnumbers.co.uk/Switchconnect-SLA.pdf>

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