



What you need to know

We take complaints very seriously and, if you're not completely satisfied with the service you have received, we have a formal complaints procedure in place to ensure we address the problem as quickly and efficiently as possible.

If you are unhappy with any part of our service, please tell us. Your complaints give us a chance to put things right and an opportunity to improve our service to you and our customers in future. Our staff are highly trained, and an important part of the training is identifying complaints. However, to avoid any delay or confusion it would be helpful to us if you would make it clear that you are making a complaint.

How to get in touch

Complaints can be logged with us by:

Calling – 0333 202 5000

Emailing – support@ice-comms.co.uk

Writing/Letter – Crewe House, 4 Oak Street, Crewe CW2 7DB (we recommend recorded delivery)

Our Investigation procedure

Once we receive your complaint, we will log it on our 'ticket' system and you will be allocated a unique ticket number. A complaints handler will then thoroughly investigate your complaint by considering the information you have provided and all relevant information.

Sometimes, if possible, we will respond to your complaint straightaway. Depending on the nature of your complaint, we will always try to resolve the matter within 2 weeks if an instant response isn't possible. Some complaints, however, may take longer to resolve depending on their nature and the complexity of the issues or where we require information from third parties.

Once we have investigated your complaint, we will notify you of the outcome. You can request a 'notification of outcome' email or letter if we have discussed the outcome with you over the telephone. At this stage we will also tell you that if we do not hear from you within 28 days, we will infer that the complaint has been resolved to your satisfaction.

If you are not satisfied with the complaint handler's response you can ask the same person to reconsider the complaint and at that stage, you should provide any further information that is relevant. Once the complaint handler has revisited your complaint you will be provided with a stage 2 notification of outcome. You can ask to be notified by email or letter.

If you are not satisfied by the stage 2 response you can ask for your complaint to be escalated to the final stage. At the final stage your complaint will be reviewed by a senior complaints handler who will be different to the individual who first investigated your complaint. Where possible, we aim to complete the review within 1 week although it may take longer depending upon the amount of information to be considered.

If, after 8 weeks of notifying us of your complaint, it has not been resolved or we cannot agree on a resolution and even if we are still investigating your complaint, you will be issued with an 'ADR letter'. Once received or if we have informed you that we will not be taking any further steps to investigate your complaint, customers with no more than 10 employees (small business customers) may escalate the complaint to the Ombudsman Service's dispute resolution scheme. The Ombudsman takes an impartial look at the complaint, requests statements from both parties and then issues a binding decision based on the information received.

You can contact Ombudsman Services (Energy) by either:

Calling – 0330 440 1624

Emailing – enquiry@ombudsman-services.org

Writing/letter – Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Nothing in this Complaint Handling Procedure prevents Ice Telecommunications Ltd from seeking a legal remedy through the courts at any time.