

Customer Care Company Ltd - Complaints Procedure:

Customer Care Company Ltd are fully committed to providing our customers with outstanding levels of service, but from time to time we understand that you may be unhappy with certain aspects of the services we have provided to you.

With this in mind, we have developed a Complaints Procedure which clearly sets out what you need to do if you have a complaint.

The Complaints Procedure is described below.

If you would like to make a complaint about our service, here are the methods by which we hope to be able to resolve your complaint as quickly as possible:

Phone: 01617977000 Monday to Friday between 09:00 and 17:00 hours

E-Mail: customerservice@customercaregroup.co.uk

Post: FAO Customer Service's Team, Customer Care Company Ltd, Technology Centre,
181 – 183 The Rock, Bury, BL9 0NE

Please ensure that whichever method you choose to contact us, that you have the following information in order for us to deal with your complaint as efficiently as possible:

- Company name
- Name, contact phone number and postal address
- Nature of the complaint, including any relevant information

Once we have logged all of the details of your complaint, we aim to supply you with a response within 30 workings days, with more complex cases taking 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 the following organisation:

The Ombudsman Service

The best way to contact them is by:

Phone: 0330 440 1614

Fax: 0330 440 1615

Textphone: 0330 440 1600

Phone lines are open Monday to Friday from 9am until 5pm, closed at the weekends, on bank holidays and between Christmas and New Year.

Please note, 03 numbers, introduced by Ofcom are an alternative to chargeable 08 numbers such as 0845. Calls to 03 numbers cost the same or less than calls to 01 and 02 prefixed numbers and are included as part of any inclusive minutes or discount package. These rules apply to calls from any type of line including mobile, fixed line or payphone.

If you need to write to them, you can do so using the following address:

Ombudsman Services: Communications

PO Box 730

Warrington

WA4 6WU

