

## **Making a complaint**

At Telex UK we will always do everything we can to ensure that you are completely satisfied but we understand that problems can occasionally arise. To ensure your complaint is resolved quickly and to your satisfaction, we have put together the following complaints procedure.

### **First step:**

Contact our Customer Service Team on 0191 3007000 to give us the opportunity to put it right. If you prefer you can email [customerservice@telexuk.com](mailto:customerservice@telexuk.com) or write to:

Customer Service  
Telex UK Limited  
Cobalt 3.1  
Silver Fox Way,  
Newcastle-upon-Tyne  
NE27 0QJ

### **What we'll do:**

We will acknowledge the complaint within 48 hours. We will try to resolve your complaint as quickly as possible. Our Customer Service Complaint Manager will review the complaint and we will give you an explanation and an apology for any problems we may have caused and take action to put things right. We expect to do this within 3 weeks.

### **Second step:**

In the unlikely event that our Customer Service Complaint Manager has been unable to resolve your complaint or you remain unhappy you can ask for your complaint to be referred to the Director of Customer Service and request that they contact you by phone or letter. Alternatively, you can email [customerservice@telexuk.com](mailto:customerservice@telexuk.com) marking your email for the attention of Melissa or write to:

Director of Customer Service  
Telex UK Limited  
Cobalt 3.1  
Silver Fox Way,  
Newcastle-upon-Tyne  
NE27 0QJ

### **What we'll do:**

We'll carry out a review of all the actions we've taken and all correspondence between us. We'll work with you to resolve your complaint and keep you informed through to resolution. We expect to do this within 3 weeks.



**Third step:**

If you've followed steps 1 and 2 and remain unhappy or we haven't been able to resolve your complaint, the Head of Customer Service will refer your complaint to our Chief Administrative Officer for review.

Our Chief Administrative Officer will investigate how we've handled the complaint, what advice we've given you and what we've offered to do to see if we should do anything differently. We will let you know what the outcome of the decision is and the reasons for our decision. You'll then receive a Final Response letter explaining our final position. We expect to do this within 2 weeks.

If you're still unhappy after we've completed our review and investigation, or your complaint isn't resolved after 8 weeks, you can ask Ombudsman Services: Energy to help. The Ombudsman Services: Energy is an independent alternative dispute resolution scheme. You can visit [www.ombudsman-services.org](http://www.ombudsman-services.org) to find out more or contact them on 0330 440 1624.