

# Customer Complaints Code of Practice

At Adam Phones, we are committed to providing our customers with the best possible service.

The Customer Complaints Code of Practice outlines the process that we will follow in the event that a complaint is raised by a domestic or small business customer (defined as businesses with 10 or fewer employees’).

Please note that the information provided in this code is not contractual and is in addition to any other rights that you may have under the terms and conditions that apply when we supply services and/or equipment to you.

## How to make a complaint

To make a complaint, please contact us as soon as possible in any of the following ways:

### By phone

To log a complaint via telephone, please call 020 8742 0101 from Monday to Sunday, 8am to 8pm. This call is free from your landline.

If you are reporting a fault, call us free on 0800 123000. This line is open 24 hours a day, seven days a week.

### Online

To log a complaint online, please go to [www.adamphones.com](http://www.adamphones.com) and click on ‘Contact Us’. Alternatively, you can email us on [moreinfo@adamphones.com](mailto:moreinfo@adamphones.com).

### By Post

To log a complaint by post, please write to: Adam Phones Limited, 1-3 Dolphin Square, Edensor Road, London W4 2ST.

We will aim to resolve your complaint during our initial telephone conversation or email exchange with you. For complaints received by post, your letter will be acknowledged within 24 hours of receipt and we will aim to resolve this within 5 working days. If we are unable to provide you with a satisfactory resolution within these timescales, we will advise you of the intended timescales in which we expect your complaint to be resolved and will keep you informed of progress.

## Escalating your complaint

If your complaint is not resolved to your satisfaction, you can request that it be escalated to a Board Director or the Chairman who will provide you with a response within 5 working days of receipt of the complaint.

## Referrals to the Ombudsman Service

If you receive a ‘deadlock’ letter from us stating that there are no further steps that can be taken to resolve your complaint or your complaint has not been resolved within eight weeks from the date of receipt, then you can refer the issue to the independent Alternative Dispute Resolution service provided by Ombudsman Services: Communication. If your complaint falls within their remit, they will investigate it free of charge and make a decision of how to settle it.

Complaints to the Ombudsman Services: Communication must be made within six months of receipt of your ‘deadlock’ letter. If we haven’t sent you a ‘deadlock’ letter, you must contact Ombudsman Services: Communications within nine months of making your complaint to us.

You can find out more about Ombudsman Services: Communications on their website at [www.os-communications.org](http://www.os-communications.org). Alternatively, you can contact them via email at [enquiries@os-communications.org](mailto:enquiries@os-communications.org), by calling them on 0330 440 1614, by faxing them on 01925 430 049 or by writing to them at: Ombudsman Services Communications, PO Box 730, Warrington WA4 6HL.

## Service for customers who may need specific help

If you are unable to raise a complaint yourself, you can nominate someone to contact us on your behalf. We will get in touch with you to verify that you are happy with the person nominated to act on your behalf.

Hard copies of this Code of Practice are available on request and free of charge by contacting us on Freephone 0800 123000. Alternatively you can visit our website, [www.adamphones.com](http://www.adamphones.com) where you can download a PDF format of this document.

If you require a copy of our Customer Complaints Code of Practice in an alternative format we can supply it in braille, large print and on audio CD. To request a copy in one of these formats, please call 020 8742 0101.