

## Complaints Procedure

Should you wish to make a complaint about any of our services, please call our customer service line on 0800 195 9011. Our customer service line is available Monday to Friday 9:00am to 5:00pm. Should you need to contact us outside these hours please leave a message on our voice mail service and we will contact you on the next working day. Should you wish, you can fax your complaint to 0800 195 9022. Should you prefer to write to us please send a letter to:

Barker Telecommunications Ltd.

Eagle Street

Bury New Road

Bolton

BL2 2BU

Our email address should you choose to send an email is: [sales@barkertelecoms.co.uk](mailto:sales@barkertelecoms.co.uk)

When you contact us we will normally ask you to give us the following information:

- Name, Company Name & Contact Phone Number.
- Nature of your complaint.

Once we have registered your complaint we will:

- Acknowledge your complaint in writing within 5 working days.
- Investigate your complaint aiming at resolving the complaint within 8 weeks from the initial complaint.

Should we be unable to resolve the complaint within the 8 week time frame you will be contacted in writing to explain why. This is referred to as a deadlock letter. We will provide you with details of the independent & approved Alternative Dispute Resolution scheme that we are a member of and how to proceed further with your complaint.

The scheme that we are a member of is Ombudsman Services. Ombudsman Services' contact details are:

Ombudsman Services:

Communications

PO Box 730

Warrington

WA4 6WU

Telephone: 0330 440 1614 or 01925 430 049

Text Phone: 0330 440 1600 or 0845 051 1513

e-mail: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

web: [www.ombudsman-services.org](http://www.ombudsman-services.org)