



Code of Practice on Complaint Handling & Dispute Resolution

General

Tribe Telecommunications Group Ltd is a company registered in England and Wales with the registration number 9306051 and registered address of Fryern House, 125 Winchester Road, Chandlers Ford, Hampshire, SO53 2DR, England.

TRIBE TELECOMMUNICATIONS GROUP LTD is an independent company that delivers communication services to business customers globally. While we may not provide all the component parts of our service offering ourselves, we do take responsibility for the service/s delivered to you hence we will liaise with our suppliers to ensure that any problem/s with their service/s are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team using one of the following:

By Telephone: 0345 314 4444 [9am to 5.30pm Monday-Friday]

By Email: support@tribetelecom.uk

By Fax: 0345 314 5555

By Post: TRIBE TELECOMMUNICATIONS GROUP LTD, PO Box 640, Eastleigh, Hampshire, SO50 0LT

Website: www.tribetelecom.uk

If you choose to contact us by telephone our Customer Support Team will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you; to do this we may have to ask you some questions to confirm we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their Manager, and ultimately to the Managing Director. If we cannot resolve the problem we will write to you providing an explanation as to the reason.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from (CISAS)

The Communication and Internet Services Adjudication Scheme (CISAS): 24 Angel Gate, City Road, London EC1V 2PT

Tel: 0845 1308 170 or 020 7520 3827

Email: info@cisas.org.uk Website: www.cisas.org.uk or

CISAS is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

Useful addresses

CISAS

70 Fleet Street, London, EC4Y 1EU, Tel: 0845 1308 170 or 0207 520 3827

Email: info@cisas.org.uk Website: www.cisas.org.uk

Ofcom

Riverside House, 2a Southwark Bridge Road, London SE1 9HA Tel: 020 7981 3040 or 0300 123 3333

Email: contact@ofcom.org.uk Website: www.ofcom.org.uk

Federation of Communication Services (FCS)

Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT Tel: 020 7186 5432

Email: fcs@fcs.org.uk Website: www.fcs.org.uk



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