

# Complaints procedure

Our mission is to provide the best telecoms service, we take pride in our customer care. We do recognise though that sometimes things go wrong, and when that happens we want to know, so we can put things right for you and ensure that our service continues to improve.

## Our procedure

Our complaints procedure follows a simple 3 step process.

We aim to resolve your query at each step, but this will be escalated to the next step if required.

### Step 1

In the first instance, please contact our customer care team on 0871 200 3274 or email [care@visiontelecomsolutions.co.uk](mailto:care@visiontelecomsolutions.co.uk)

An adviser will take all the relevant information regarding your complaint, investigate it thoroughly and, where possible, resolve the issue.

### Step 2

If we are unable to resolve your complaint to your satisfaction, you can escalate it to the Operations Manager. We will respond to your complaint within 3 working days.

We will investigate your complaint further and provide updates at a frequency agreed with you until it is resolved.

### Step 3

If your complaint remains unresolved, we will give you relevant details to enable a complaint to be made to a Company Director, who will respond within 7 working days. All complaints will need to be sent via email to [complaints@visiontelecomsolutions.co.uk](mailto:complaints@visiontelecomsolutions.co.uk) FAO Director.