



PaceTelecom

Code of Practice on Complaint Handling and Dispute Resolution

Pace Telecom Ltd is an independent company that delivers communications services to domestic and business customers throughout the UK. While we may not provide all the component parts of our services ourselves, we will liaise with our suppliers to ensure that any problems with their services 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 phone: 0800 195 5115

By email: service@pacetelecom.co.uk

If you telephone, our advisors 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 questions to confirm that 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 a director. If we cannot resolve the problem, we will write to you to say so.

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 Otelo. Otelo is an independent organisation 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.

Useful addresses:

Ombudsman Services and Communications –
3300 Daresbury Park, Daresbury, Warrington WA4 4HA
Tel: 03304 401614
Emailsaaccountmanagers@ombudsman-services.org

Website: www.ombudsman-services.org

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



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