

## W3Z Complaints Procedure

We hope that you should have no cause for Complaint with our service, however we consider it important to learn from any mistakes made to ensure continual improvement to our service and complete customer satisfaction.

The purpose of this Complaints procedure is to help customers who wish to make a Complaint. This document will guide the customer through the process we follow in handling Complaints.

Our emphasis is on resolving customer dissatisfaction at first contact, and our professional team will do everything possible to ensure a speedy, fair, and considered resolution to your Complaint, explaining clearly the reasons for any failures, and using the lessons we have learned from Complaints to improve our services.

We recognise that some of our subscribers may be vulnerable or need extra help with their service or to raise a Complaint. We encourage additional authorised account holders to be added to the account as well as using the most appropriate means of communication for the circumstance.

This document should be read in conjunction with our Code of Conduct.

Our Complaints procedure complies with section C4 and C5 of Ofcom's customer Complaints code guidance dated 30 July 2018.

Ofcom class W3Z as a 'Communications Provider' and as such a 'Regulated Provider'.

This Complaints procedure covers Complaints received from the following, described by Ofcom as 'Relevant Customers',

- Residential - 'Domestic customers',
- Small Business Customers (Defined by Ofcom as companies employing 10 or less employees).

## How we will deal with your Complaint

We adopt a four stage process for handling Complaints made to us.

### Stage 1 - Frontline Resolution

Our front line team is trained to handle issues that are straightforward and easily resolved, typically those requiring little or no investigation. We aim to resolve such issues within 5 working days and resolution may include any one or more of the following actions:

1. An immediate apology,
2. explanation,
3. or other action to resolve the Complaint quickly.

In exceptional circumstances it may take longer than 5 days. Our front line staff are trained to deal with all types of Complaints and in some circumstances they may pass on your Complaint to the appropriate point for frontline resolution. If such escalation is necessary, you will be notified and advised of any timescales for resolution.

Your Complaint will remain open until we have received confirmation from you that you are satisfied with our response, or 28-days has elapsed from the date of the response.

We will use Complaint details, outcomes and resolutions to help continuously to improve our services and will record these for training and monitoring purposes.

## Stage 2 - Formal Investigation

We will initiate a formal investigation for issues that have not been resolved at the frontline stage, or that are complex, serious or 'high risk'.

We aim to provide a definitive response within 20 working days following a thorough investigation of the points raised. Our response will be signed off by senior management; our senior management team take an active interest in Complaints and use information gathered to improve our services.

We will communicate the outcome using your preferred method of contact.

Your Complaint will remain open until we have received confirmation from you that you are satisfied with our response to you, or 28-days has elapsed from the date of the response.

## Stage 3 - Escalation to Independent External Review

We are members of the industry body representing wireless networks, UKWISPA, and you have the opportunity to escalate your Complaint for issues that we are unable to resolve at the front line or by investigation. If you wish to escalate your Complaint to this organisation we will give them a summary of the case to date (as well as providing you with a copy of the summary) together with their contact details so you can directly monitor the progress of your case.

UKWISPA is committed to providing a response within 2 weeks of being notified of the details of the Complaint .

**Phone:** 03333 660036

**Email:** info@ukwispa.org

**Address:** Member Complaints, UKWISPA, 4 Croftside Court, Cullingworth, Bradford, BD13 5DE

## Stage 4 - Access to Alternative Dispute Resolution

If you disagree with the Independent External Review then you have then have the opportunity to further escalate your Complaint to the Alternative Dispute Resolution Scheme (ADR).

**ADR:** Ombudsman Services

**Phone:** 0330 440 1614

**Email:** osenquiries@oscommunications.org

**Address:** Ombudsman Services: Communications PO Box 730 Warrington WA4 6WU

## How to Make a Complaint

You can initiate a Complaint by calling our customer service department, emailing us, online or writing to us. We do not differentiate Complaints by how they are raised so please use the most appropriate or your preferred contact method for making your Complaint:

<b>Call us on this number:</b>	07837 498 502
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<b>Email:</b>	support@w3z.co.uk
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<b>Online:</b>	<a href="https://w3z.co.uk/contact-2/">https://w3z.co.uk/contact-2/</a>
<b>Write to:</b>	W3Z 51 Nottingham Road Ripley Derbyshire DE5 3AS

## How we will respond

We will respond in line with our 4 step process described above, in the timescales we have committed to.

Our preference is to respond to you by email, however if you prefer an alternative method of contact please inform us when making your Complaint.

After your confirmation that the Complaint is resolved we will email you with a summary of the final outcome.

## Unresolved Complaints

### Independent External Review (IER)

Unresolved Complaints will be referred initially for an Independent External Review (IER) of the Complaint.

The IER agent for W3Z is UKWISPA (<https://www.ukwispa.org>)

An IER email will be sent by us to the Complainant in the following circumstances;

- 1) We have told the Complainant of the outcome of the IER investigation into the Complaint;
- 2) The Complainant has told us that they consider the proposed outcome does not resolve the Complaint to their satisfaction; and
- 3) We do not intend to take additional steps to resolve the Complaint to the Complainant's satisfaction that would produce a different outcome.

It is usual for the IER information to be contained within the Complaint outcome notification.

UKWISPA response time is up to 2-weeks from receiving the case file and the outcome will be communicated both to the Complainant and us.

### Alternative Dispute Resolution (ADR)

If the Complainant does not accept the findings of the IER, or the Complaint remains unresolved after 8-weeks since the date on which the Complaint was first received, then we will issue an Alternative Dispute Resolution (ADR) email to the Complainant.

The ADR for W3Z is Ombudsman Services (<https://www.ombudsman-services.org>)

An ADR email will be sent by us to the Complainant in the following circumstances;

1. We have told the Complainant of the outcome of the IER's investigation into the Complaint;
2. The Complainant has told us that they consider the proposed outcome by the IER does not resolve the Complaint to their satisfaction; and
3. We do not intend to take additional steps to resolve the Complaint to the Complainant's satisfaction that would produce a different outcome.

## Closing Complaints

We will not close a Complaint unless;

1. The Complaint has been resolved in accordance with the circumstances set out below;
  - a. The Complainant has expressly agreed that the Complaint has been resolved to their satisfaction; or
  - b. It is reasonable for us to conclude that the Complaint has been resolved to the Complainant's satisfaction because;
    - i. We have informed the Complainant of the outcome of our investigation and complied with our obligations as set out in this document; and
    - ii. The Complainant has not come back to us within 28 days to say they consider the Complaint remains unresolved.
2. An ADR letter has been issued by us to the Complainant
3. It is reasonable for us to consider the Complaint to be frivolous or vexatious.

## Record Keeping and Monitoring

For each Complaint received, we will keep a record of:

1. The date on which the Complaint was received;
2. How the Complaint was made (eg. by email or telephone);
3. The Identity and Contact Details of the Complainant;
4. A summary and description of what the Complaint is about;
5. All communication made or received between the parties regarding the Complaint, including advice given and/or action proposed to be taken and/or action agreed with the Complainant to be taken, to resolve the Complaint
6. The date on which the Complaint was resolved or otherwise closed

Where the Complaint is resolved because the Complainant expressly agrees that the Complaint has been resolved to the Complainant's satisfaction, we will keep a record of that

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express agreement; we will also keep a record showing the basis for concluding the Complaint has been resolved and that it complies with this guidance.

Where the Complaint is closed by us on the basis of an ADR letter being issued and the relevant expiration of and timelines, then a copy of the ADR letter shall be retained.

Where we consider the Complaint to be frivolous or vexatious, a record shall be kept detailing the reasons why.

Our management team will oversee all Complaints that are logged and use the findings to continuously improve the service and communication to our customers. We may also request feedback on our Complaints handling using an online questionnaire.