



# COMPLAINTS CODE OF PRACTICE

Date last revised: March 2020

Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

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## 1. Who we are

We have provided phone service since 1904 in the Hull and East Yorkshire area. We provide a range of services for both residential and business customers including different Talk plans, telephone equipment, network based features, voice and data services. This includes internet, mobile and hosting services. We have a dedicated network in East Yorkshire and parts of Lincolnshire, and indirect connections elsewhere.

## 2. What this Code is about

In providing services to customers we have to comply with various regulations, which includes your right to obtain both basic telephony services and decent broadband at affordable prices (see section 3 below on our Universal Service Obligations (USO)). The communications regulator Ofcom requires that we have in place a Code of Practice which provides customers with details of how you can make a complaint, our process for dealing with complaints and where you can obtain help if you are not happy with our response to your complaint.

## 3. Our approach to complaints

We want to make sure that you are happy with the services we provide but sometimes we know things can go wrong. The purpose of this Code is to provide you with information about what to do and who to contact if you are having problems and how we will go about resolving any issues you might have. If something has not met your expectations, we want to know straight away.

We aim to provide you with a simple and effective way to complain and clear information about how we will deal with your complaint. If you complain about something that is our error we will explain what's gone wrong, apologise and try to put things right quickly. In some cases we will also consider compensation.

This Code applies to any of the services provided to you by KCOM but does not include services provided to you by other network operators or service providers.

As the Universal Service Provider (USP) in the Hull area, KCOM is required to ensure that all customers have access to basic telephony services and decent broadband at affordable prices. The Code is designed to provide you with recourse if you dispute that we have fulfilled our USO obligations to provide qualifying telephony and / or broadband service and we have not been able to satisfactorily address your complaint.

## 4. How you can complain

There are a number of ways in which you can contact us to complain.

### Phoning Us

If you're not happy with any of our services please let us know by calling Customer Services. We want to know about your problems so that we can stop them happening. The number for Customer Services can be found at the end of this document.

### Writing to us

It's often easier for us to find out what's happened and put things right if we have a brief explanation of what has concerned you. If you'd prefer to write our address is:

KCOM  
37 Carr Lane, Hull, HU1 3RE



### **Emailing us**

Alternatively, if you are a residential customer you can email us with details of your complaint at [care@kcom.com](mailto:care@kcom.com) Business customers can email us at [businesscare@kcom.com](mailto:businesscare@kcom.com). If you complain by email please remember to give us full details of your name, address and phone number so that we can investigate your complaint fully.

If you require a hard copy of our Complaints Code please contact us using the details above to request this.

## **5. What is a complaint**

A complaint is when we receive an expression of dissatisfaction with the way we've done things (or not done something) and you want us to respond to you or take action to address your concerns. Your complaint may relate to either the services we provide to you, the process we use for resolving complaints, or the customer service you have experienced.

## **6. How are the complaints resolved?**

Anyone at KCOM can help to resolve a complaint. You will need to explain what your complaint is about and we will resolve it there and then, or will explain what further action we may need to take to consider your complaint and how long that will take.

We will deal with your complaint promptly and sympathetically. We aim to resolve all complaints within 5 days on average although it is usually quicker than that.

If you are unhappy with how your complaint is being managed or you feel that our usual complaints process is not able to deal with your complaint satisfactorily then your complaint may be escalated to the Customer Experience Team to coordinate. Your case will be fully reviewed by people who have not previously been involved so that you (and we) can be sure of a fresh approach to the issue.

Independent help or advice may be available locally from the Trading Standards Department or Citizens Advice Bureau (please see contact details at the end of this document). Please talk to us first as we can often settle these issues during a phone call.

Ultimately, if you are dissatisfied with the outcome of your complaint then you may choose to take your complaint to Alternative Dispute Resolution (see below).

## **7. The Adjudication Scheme**

We recognise that some complaints cannot be settled without the help of an outside, independent authority. You can take the case to a court where you are likely to have to appear in person and present your case. Alternatively, you may wish to consider using the Ombudsman scheme for communications (Ombudsman Services: Communications, "OSC") that has been especially created for use in the communications industry.

A complaint may be taken to OSC if we have formally informed you that the complaint that you asked us to resolve is in deadlock, or if the complaint you made to us has not been resolved within 8 weeks.

The OSC's job is to investigate complaints fairly, listen to both sides of the story and look at the facts. The decision is binding on us but you can reject it and take the dispute to court.



To find out how the service works and what it covers, please refer to the OSC website or call them on 0330 440 1614. The scheme is meant as a straightforward alternative to legal action and is free for customers to access and use.

You can contact OSC as follows:

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

Postal address: Ombudsman Services: Communications  
PO Box 730 Warrington WA4 6WU

Email address: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)

Phone number: 0330 440 1614

Text phone number: 0330 440 1600

Fax number: 0330 440 1615

## 8. Help for disabled customers and vulnerable consumers

In order to ensure the fair and appropriate treatment of our disabled customers and vulnerable consumers (customers whose circumstances may make them in need of additional support) we have special arrangements in place. If you are disabled or in a vulnerable situation and you feel that additional assistance is needed in making a complaint to us or in dealing with your complaint then please let us know. If you feel uneasy about this, then please contact a group, such as the Hull Council of Disabled People, who know about the help available (contact details can be found at the end of this document).

If you require a copy of our Complaints Code in an alternative format, we can also supply it in braille, large print and on audio CD. To request a copy in one of these formats, please contact Customer Services.

## 9. Standards of service and compensation

Sometimes things can go wrong and, if it's our error, you may be entitled to compensation. We will normally pay compensation by applying a credit to your bill.

For our residential customers who have bought either a voice (landline) and / or broadband (standard or Lightstream) service you will be eligible for automatic compensation if we don't connect or repair your service on time or if we miss an appointment we have made with you. If automatic compensation is due to you we will send you a letter to let you know, setting out the amount we think that you are due. Having done so, we will credit your KCOM account with the amount that is payable. Full details of the automatic compensation scheme are available on our [website](#) or you can call Customer Services for more information.

For business customers, we have published a document designed to provide you with clear and easily accessible information regarding the level of service you can expect in relation to the telephone and broadband services provided by Consumer & Regional Business in the Hull and East Yorkshire area and any applicable compensation which might be payable where we don't meet our commitments. You will find details of the Consumer & Regional Business Service Standards on our [website](#). You can also contact Customer Services for more information.



## 10. Our contact details

If you have a complaint, the first point of contact is:

Residential Postal address: KCOM, 37 Carr Lane, Hull, HU1 3RE  
Email address: [care@kcom.com](mailto:care@kcom.com)  
Phone number: 01482 602555

Business Postal address: KCOM, 37 Carr Lane, Hull, HU1 3RE  
Email address: [businesscare@kcom.com](mailto:businesscare@kcom.com)  
Phone number: 0800 915 5777

## 11. Useful contacts

Sometimes you might decide that you want or need some help with any issues you may have with us. The following provides details for those organisations who you might wish to contact:

### Office of Communications

[www.ofcom.org.uk](http://www.ofcom.org.uk)

Riverside House  
2A Southwark Bridge Road  
London  
SE1 9HA

For complaints and advice you can call 0300123 333 or email [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk).  
Alternatively, you can send details of any complaint to Ofcom, PO Box 1285, Warrington, WA1 9GL

Full details of how to contact Ofcom can be found here:

<https://www.ofcom.org.uk/about-ofcom/contact-us>

### Trading Standards work in partnership with the Citizens Advice Consumer Helpline.

The Citizens Advice consumer helpline will provide advice to you and refer your details to Trading Standards. For advice or to make a complaint contact the Citizens Advice consumer helpline by [visiting their website](#) or by calling them on:

Telephone 03454 040506  
Text phone 18001 03454 040506

### Citizens Advice Hull & East Riding

<http://www.hullandeastridingcab.org.uk/>

The Wilson Centre,  
Alfred Gelder Street,  
Hull, HU1 2AG  
Telephone: 03444 111 444  
Email: [e-advice@hull-eastridingcab.org.uk](mailto:e-advice@hull-eastridingcab.org.uk)

### Hull Council of Disabled People

<http://www.hcdp.karoo.net/>

35/37 Ferensway,  
Hull, HU2 8NA  
Telephone: 01482 326140