

## **X.Communications Limited customer complaints procedure**

We at X.Communications Limited want all our customers to receive the best possible service. If on a rare occasion a customer feels that they are not getting the service they expect then they can make a complaint by any of the below methods:

### **X.Comm Support Helpdesk Ticket into a Customer Experience Representative**

Go to: [helpdesk.xcomm.co.uk](https://helpdesk.xcomm.co.uk)

and OPEN A NEW TICKET. In the help topic box pull down menu select “Complaint” and then enter the information regarding your complaint. Your “Complaint” ticket will be sent directly to a Customer Experience Representative who will deal with your issues.

### **By letter**

If you prefer you can write to us at the following address. It’s important you supply all of your contact and service information within the letter and your customer reference details:

Customer Experience Department  
X.Communications Limited  
Hollins Business Centre  
62 Rowley Street  
Stafford  
ST16 2RH

### **By Email**

If you prefer to simply email us directly you can do so by sending an email to [customerexperience@xcomm.co.uk](mailto:customerexperience@xcomm.co.uk) where your email will be received by a Customer Experience Representative who will deal with your complaint.

### **How we deal with your complaint**

Once we receive your complaint, we aim to resolve it to your satisfaction within 5 working days. In some cases, depending on Network lead times, this may take longer. We will liaise with you by email or telephone until such time as we believe the Complaint has been resolved. Should you still be unhappy with the service we provide we will escalate your complaint to a senior manager within our business who will personally review and make any required changes where they believe it is necessary to do so.

### **If you are not satisfied with what we have done to resolve your complaint**

You can contact the telecommunications ombudsman, whose details can be found at <http://www.ombudsman-services.org/> to have your complaint independently reviewed.



Hollins Business Centre  
62 Rowley Street  
ST16 2RH

03333 447 090  
sales@xcomm.co.uk  
xcomm.co.uk

At X.Communications Limited we want all of our business customers to be happy with the services we provide to them and where on the odd occasion where our service is considered unsatisfactory and an official complaint is raised, we will work with you to resolve that complaint as quickly as possible. This Complaints Code of Practice does not form part of any contract you have with us or may have with us in the future and should not be construed as a contract with ourselves.