

Complaints procedure

- 1, Email from the customer to sme-support@bc-consultants.co.uk
- 2, Email subject words **“Complaint” then your company name**
- 3, Customer to provide a full description of the service and supplier issue, listing the relating supply number
- 4, Copies of bills received which relate to the supply numbers
- 5, Better Connections will respond after consulting all parties relating to the supply complaint and do internal checks which will take 10 working days and no more than 15 working days, all complaints will be responded to.
- 6, Response will detail our findings and report the supplier decision
- 7, if the response is not satisfactory then the customer can request a dead lock letter from Better Connections Limited
- 8, the customer can only approach the ombudsman after receipt of a final position letter described as a dead lock letter.
- 9, Better connections must release a dead lock letter to a customer in the event that it is requested
- 10, Better Connections must satisfy all complaints emails received, we aim to complete this within 24 hours of being notified of a complaint; but no longer than seven days for completion so long as client has communicated sufficient information.
- 11, Compensation will be paid to all customers where appropriate
- 12, Compensation letters will be issued with settlement offers and the customer has 7 days to refuse any compensation settlement by emailing sme-support@bc-consultants.co.uk with the email subject words **“Refusal of compensation” then your company name**. An offer which would complete a settlement to avoid formal legal process support is required
- 13, Better Connected will make the independent code manager aware of any complaints over seven days old. This way if necessary the independent code manager may intervene or take action accordingly.

Customer complaint

Request copies of the bills so we can see what the customer has received

Inform the customer that we will contact the supplier and call back

Call and email the supplier

Forward supplier response to customer with a brief description

Try to call the customer to discuss what we understand the supplier has reported

If client has not picked up our phone call attempt, email to the client to inform them we have tried to contact them by phone

Customer dose not respond or calls and accepts the explanation

Customer wishes to make a formal complaint