



Complaints Procedure – Communication Services

Our Complaints Policy

Our commitment is to deliver a high quality level of service and support to all of our customers at all times.

In the event that something goes wrong, or we make a mistake, we encourage you to tell us about it. Not only will this help us to resolve your issue but we can also learn from any mistake and improve our standards for the future.

Our Complaints Process

If you have a complaint, the first step is to formally notify us of your issue. You can email us at complaints@truetelecommunications.com or you can write to us at :- Complaints Department, True Telecommunications Ltd. Pine Ridge, Cross Stone Road, Todmorden, West Yorkshire OL14 8RB.

Once we have received your complaint, it will be passed to a director of the company who will respond to you within 48 hours. Following this response, we will attempt to resolve any outstanding issues immediately, although please do bear in mind that if we require any action from Vodafone as the network operator, we will be subject to their usual SLA's in relation to the actions required.

Vodafone Partner Services Complaint Escalation

In the unlikely event that we are unable to resolve your issue or you are unhappy with our response, then you are able to escalate your Vodafone (VPS) complaint to the network operator at this address :- Vodafone, Atlas Business Park, Simonsway, Wythenshawe, Manchester, M22 5RR.

Independent Escalation

If there has been no resolution to your complaint, you are entitled to contact the Ombudsman Services: Communications at PO box 730, Warrington, WA4 6WU Tel: 01925 430 049. This service is free of charge to small business and consumer customers and is independent of True Telecommunications and our partners or suppliers.

You can also contact the Office of Communication (Ofcom) at Riverside House, 2a Southwark Bridge Road, London SE1 9HA, Tel: 020 7981 3040.

Complaints Procedure – Energy Services

Our Complaints Policy

True Telecommunications Limited will deal with your complaint in a fair and constructive manner as part of our professional Complaint handling process. This will provide feedback and create an opportunity to learn and therefore assist our aim for better standards of service to you, our clients.

Our Complaints Process

Complaints should be sent by letter or email to: Complaints Department, True Telecommunications Limited, Pine Ridge, Cross Stone Road, Todmorden, West Yorkshire, OL14 8RB or by email to: complaints@truetelecommunications.com who will acknowledge receipt and provide the contact details of the person responsible for resolving your complaint.

We will endeavour to resolve your complaint as soon as possible; however, we may need to carry out investigations which may take longer. We will aim to resolve your complaint within 10 days, but should this take longer we will send you an update within this timescale.

Where the complaint, in whole or in part, concerns the contract between you and your Supplier, True Telecommunications Limited. will advise the Supplier of your complaint within 24 hours. An acknowledgement of this action will be sent to you.

We will record your complaint and all communication associated with it; we will also track the time your complaint has been opened. The complaints handling process covers all communications mediums with our customers, including email, phone, and any correspondence sent to and from our address complaints@truetelecommunications.com

We may seek to resolve your complaint by making apology to you, making a gesture of goodwill or by giving compensation.

If you are still not satisfied with the response you receive, you can contact the MD of True Telecommunications Limited by calling 0333 241 2881 or write to us at Complaints True Telecommunications Limited, Pine Ridge, Cross Stone Road, Todmorden, West Yorkshire OL14 8RB.

Independent Escalation

If after 8 weeks you are still not satisfied with the outcome of your complaint, you can raise your complaint to Ombudsman Services. Ombudsman Services is available for when a complaint has been unresolved for more than 8 weeks or has reached deadlock. They can be contacted by calling 0330 440 1624 or by emailing enquiry@ombudsman-services.org. You can also write to them at Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF.

This is a free service, and you will not be charged for using this service. Ombudsman Services are completely impartial.

True Telecommunications Limited is responsible for making sure all their representatives are fully trained on their complaints and escalation procedures.