

Complaints Procedure

Sometimes problems happen. If they do, let us know so we can work with you to resolve them. Copies of this code are available on our website: www.hellosupport.co.uk. We will also send a copy free of charge in response to a request.

What to do if you are unhappy

If you are unhappy with any service or contract you have with us, please email complaints@hellosupport.co.uk. Our office hours are Monday to Friday between 09:00 and 1700 hours excluding Bank Holidays. If you tell us you are not happy with the way we dealt with your enquiry or delivered a service, we will do our best to sort things out immediately. If we cannot do this, we will keep you informed about how long we expect to take to sort the matter out for you. If you are still not satisfied, please ask to speak to a manager. If you prefer, you can write to us explaining why you are unhappy and we will endeavour to respond within 10 working days. Our address is:

**Hello Support Limited,
Suite 103, Christchurch House,
40 Upper George Street,
Luton, England,
LU1 2RS**

We carefully monitor complaints so that we can avoid making the same mistakes again. If something goes wrong, we want you to tell us. Then we can put it right and make sure the same thing doesn't happen to someone else.

Independent dispute resolution

We are a member of the Ombudsman Service: Communications (the Ombudsman). This is an independent dispute resolution service approved by the industry regulator for dealing with unresolved complaints from domestic or small business customers. Small businesses in this context are defined as those undertakings for whom up to ten individuals work. If you are an eligible small business and are still unhappy 8 weeks after you have given us the chance to resolve your complaint, you can refer the matter to the Ombudsman.

We may refer you to the Ombudsman, if we cannot resolve the matter for you. In this case, we would issue a "deadlock letter", which allows the Ombudsman to look at your complaint earlier than 8 weeks after you have raised it with us.



Their contact details are:

Post: Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU
Phone: 0330 440 1614
Textphone: 0330 440 1600
Fax: 0330 440 1615
E-mail: enquiries@os-communications.org
Website: www.os-communications.org

Other information

The Office of Communications (Ofcom) is the regulator for the UK telecommunications industry. They make sure communications companies meet their obligations under telecoms and competition laws and regulations. Their contact details are:

Post: Office of Communications
Riverside House
2A Southwark Bridge Road
London SE1 9HA
Phone: 0300 123 3333 or 020 7981 3040
Textphone: 020 7981 3043
Fax: 020 7981 3333
Website: www.ofcom.org.uk