

## About this policy

Timico Limited ("Timico"), Beacon Hill Park, Newark, Nottinghamshire, NG24 2TN is committed to excellent customer service. As a leading provider of high quality, business-strength connectivity, hosting and managed services, we recognise our role as a trusted partner in the day to day support of our customer's business operations.

**Our goal is to deliver service excellence to all of our customers.**

If you are unhappy with our service please contact us. It is through your feedback that we are able to review and improve the overall service we provide. We are totally committed to ensuring that every complaint is investigated fully, resolved to a satisfactory conclusion and within a reasonable timeframe

## Making a complaint

Timico may collect Personal Information, such as e-mail addresses, name, address or telephone numbers. When providing services we may also collect additional personal information, including your credit card number or direct debit details, in order to create a billing account.

Our CEO is made aware of all complaints which are reviewed at our operational review on a fortnightly basis. To raise a formal complaint please write, email or contact:

**Andrew North – Director of Account Development**

Email: [directorofcustomermanagement@timico.co.uk](mailto:directorofcustomermanagement@timico.co.uk)

Tel: 0844 871 8100

Letter: Timico, Cafferata Way, Beacon Hill Park, Newark, NG24 2TN

Attn: Customer Services Manager

Please include as much detail as possible; e.g.:

- Your name and contact details
- The nature of your complaint
- The impact on your business
- Any other relevant information

Your complaint will be acknowledged within 4 business hours with a maximum resolution time of 20 working days.

## Independent adjudication

If you still remain dissatisfied and your complaint has been outstanding for 8 weeks or we have sent you notification that your complaint has reached deadlock, then you can make a complaint through Alternative Dispute Resolution (ADR) Scheme. This is provided independently and free of charge.

The Timico nominated Independent Adjudication scheme is operated by:

**Office of the Telecommunications Ombudsman (Otelo)**

Wilderspool Park, Greenall's Avenue, Warrington, WA4 6HL

Telephone: 0845 050 1614

Fax: 01925 430059

Email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk)

Website: [www.otelo.org.uk](http://www.otelo.org.uk)

Otelo resolves disputes between member operators and their residential and small business customers. Timico is a member of Otelo. If you have followed the steps above but are still dissatisfied you may register a complaint that will be considered by Ofcom.

**Ofcom**

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

Telephone: 0300 123 3333 or 020 7981 3040

Fax: 020 7981 3333

Text phone: 020 7981 3043 – please note that this number only works with special equipment used by people who are deaf or hard of hearing.

Website: <http://www.ofcom.org.uk/>