



Complaints Process

Stage 1

Any customer complaints relating to our service should be made in the first instance to our Customer Service Department, who will make all reasonable endeavours to resolve any complaints raised. Complaints can be raised by telephoning **0121 296 0410**, faxing **0333 200 4012**, emailing complaints@tariffaudit.com, or by writing to Customer Services, The Telecoms Audit Bureau Ltd, 1 Victoria Square, Birmingham B1 1BD.

Stage 2

If you remain dissatisfied with the resolution offered by Customer Services, you can request that the complaint is escalated by telephoning **0121 296 0410** and asking for the escalation team, faxing **0333 200 4012**, emailing escalations@tariffaudit.com or by writing to The Escalation Team, The Telecoms Audit Bureau Ltd, 1 Victoria Square, Birmingham B1 1BD.

Stage 3

Any unresolved complaint will be transferred to the Compliance Department, who will conduct a detailed investigation of the complaint and provide a formal written response to the customer within 28 days of the complaint being transferred to the Compliance Department. This process may include speaking to the customer to document the course of events that led to the complaint and request any documentary evidence from the customer or third parties, to assist the Compliance Department with their investigation. The Compliance Department can be contacted by telephoning **0121 296 0410** and asking for the escalation team, faxing **0333 200 4012**, emailing compliance@tariffaudit.com or by writing to The Compliance Team, The Telecoms Audit Bureau Ltd, 1 Victoria Square, Birmingham B1 1BD.

Stage 4

If you are not satisfied by the outcome of the complaint investigation, you should write to the Compliance Manager, who will endeavour to provide a resolution or a deadlock letter to you within 28 days.

Stage 5

If you consider we have not been able to resolve your complaint satisfactorily, and 8 weeks has elapsed, or you have received a deadlock letter from us, you may make a complaint to Ombudsman Services: Communications, of which The Telecoms Audit Bureau is a member company. The Ombudsman Services: Communications is an independent alternative dispute resolution scheme, whose contact details are as follows:

Ombudsman Services: Communications

Address: PO Box 730
Warrington
WA4 6WU

Telephone: 0330 440 1614

Facsimile: 0330 440 1615

Textphone: 0330 440 1600

Email: enquiries@os-communications.org

Website: www.os-communications.org