



Loop Voice and Data  
845 The Crescent  
Severalls Business Park  
Colchester  
Essex  
CO4 9YQ

## Customer Complaints Code

### **Introduction**

We make every effort to ensure that our customers are happy with the level of service, products and services they receive from us. However, despite our best efforts, things can go wrong. When they do, we want to know so that we can put them right as soon as possible.

This code of practice explains how to contact us and our procedures for resolving complaints about sales, billing, fault repair or services. The Code forms part of our Code of Practice.

### **If you have a complaint**

Please contact your Account Manager on 01206848090 option 2 or email [admin@loopvoiceanddata.co.uk](mailto:admin@loopvoiceanddata.co.uk). You will be asked about your complaint and seek to resolve the problem whilst you are on the line. If this is not possible, we will agree a course of action with you.

You may also send your complaint in writing to 845 The Crescent, Severalls Business Park, Colchester Essex, CO4 9YQ, or via an email to [admin@loopvoiceanddata.co.uk](mailto:admin@loopvoiceanddata.co.uk).

During any discussions we will protect the privacy of the information that we hold on you. We may have to ask questions to confirm that we are speaking to the right person.

### **Taking the complaint further**

If your complaint is not resolved to your satisfaction after this procedure, you can escalate the complaint to our Operation Director Dave Corgat and then ultimately to our Managing Director Shahram Bagherzadeh.

If we cannot resolve the problem, then we will write to you to say so. If you remain unhappy and wish to pursue your complaint further by alternative dispute resolution, you may wish to refer to the Ombudsman Service Alternative Dispute Resolution Scheme which can be found at [www.ombudsman-services.org/communications.html](http://www.ombudsman-services.org/communications.html).

### **Corporate defamation**

Loop Voice and Data takes corporate defamation extremely seriously. Any suspected corporate defamation occurrences will be dealt with by our legal team.