

Our Complaints Policy

We are committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact our Operations Director. They can be contacted at:

14 Manchester Old Road, Bury, BL9 0TB
complaints@connectcomms.co.uk

What will happen next?

If you decide to pursue your complaint

1. We will record your complaint in our central register and will investigate the issues that you have raised.
2. If appropriate we will then invite you to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the acknowledgement letter.
3. Within 3 business days of the discussion, we will write to you to confirm what took place and any actions that we have agreed with you.
4. If a discussion is inconvenient for you, or if we cannot arrange this within a suitable timescale, we will write to you setting out our views on the situation and the steps we propose to take to resolve the issues. This response will be sent to you within 28 days of our acknowledgement letter.
5. If you are not satisfied with our response, we will arrange for the Managing Director or someone unconnected with the matter at the company to review the decision.
6. We will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.

If we must change any of the timescales above, we will let you know and explain why.

If we cannot resolve your complaint

If you are still not satisfied and your complaint is in relation to regulated activities, you can contact the Financial Ombudsman:

E-mail: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk
Telephone: 0800 023 4567

Alternative complaints bodies such as CISAS, Ombudsman Services, – exist which are competent to deal with complaints about telecoms services should both you and our company wish to use such a scheme. We do agree to use CEDR, 70 Fleet Street, London, EC4Y 1EU (www.cedr.com)

The Financial Conduct Authority can help you if you are concerned about our behaviour or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the Financial Conduct Authority.