



## Complaints Code of Practice

### MATRIX TELECOMS LIMITED

MATRIX TELECOMS LIMITED is an independent company that delivers communication services to business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team using one of the following:

- By phone: Customer service: 01603 964 288 from 9.00am until 5.00pm Monday-Friday.
- By email: [info@matrixtelecoms.co.uk](mailto:info@matrixtelecoms.co.uk)
- By letter: MATRIX TELECOMS LIMITED. The Union Building, 51-59 Rose Lane, Norwich, Norfolk, NR1 1BY
- Or via our website [www.matrixtelecoms.co.uk](http://www.matrixtelecoms.co.uk)

If you telephone, our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with the progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the Directors. If we cannot resolve the problem, we will write to you.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from:

#### Ombudsman Services Communications

- Address: PO Box 730, Warrington, WA4 6VW
- Phone: 0330 440 1614
- Email: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)
- Website: <https://www.ombudsman-services.org/communications.html>