



Total Ltd code of practice on complaint handling

Customer service and complaints

We believe that every customer deserves and expects their enquiries and requirements to be handled swiftly and professionally. Our dedicated Customer Care team maintain regular contact with all our customers to ensure all service needs are met and we adopt a 'one point of contact' rule so you can be assured of getting through to the right person straight away, rather than being faced with automated call handling to complicate or delay your call. As a team we endeavor to ensure that all aspects of our service to you are of the utmost importance, however, despite our best intentions, things can go wrong. Any complaint will always be taken seriously and we aim to provide an amicable and quick resolution for all parties concerned.

In addition to contacting our Customer Service team on 0845 070 5460 or 01242 227 227, it is advised that complaints are made in writing to your Sales Account Manager or your Customer Service Account Manager.

When a complaint is made it will be brought to the attention of the Operations Director, who will ensure that all aspects of the complaint are fully investigated and any proposed resolutions are put forward in a timely manner.

It will be our aim to keep you up to date with all advances regarding your complaint; however, if you are unhappy with the level of response it is recommended you request to escalate the complaint to the Service Manager. Should you feel this method still fails your expectation and your complaint has remained unresolved for a period in excess of 8 weeks, it is recommended you contact the Operations Director on 01242 246 702.

Independent complaints procedure

In addition to contacting the Operations Director, and at no cost to you, you may wish to consider an independent adjudicator.

Total Ltd is a member of **Otelo** – Office of Telecommunications Ombudsman. The Ombudsman service is approved by Ofcom.

A complaint can be referred to Otelo if two months has passed since the complaint was first made or that you have received confirmation from Total Ltd stating that the issue has reached 'deadlock'.

Otelo will take information from both parties and make an unbiased decision based on the merits of the case.

Office of Telecommunications Ombudsman

PO Box 730
Warrington
WA4 6WU

Contact Number: 0845 050 1614

Fax: 01925 430 059
Email: enquiries@otelo.org.uk
Website: www.otelo.org.uk

Further advice is available from both Ofcom and ICSTIS, as follows:

Ofcom

Ofcom Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA

Contact Number: 0207 981 3040
Fax: 0207 981 3333
Email: contact@ofcom.org.uk
Website: www.ofcom.org.uk

Phonepay Plus

4th Floor
Clove Building
4 Maguire Street
London
SE1 2NQ

Contact Number: 0207 940 7474
Fax: 0207 940 7456