



## ASPIRE NET SOLUTIONS LTD t/a HAPPY TELECOM

### Code of Practice on Complaint Handling and Dispute Resolution

**ASPIRE NET SOLUTIONS LTD t/a HAPPY TELECOM** is an independent company that delivers communications services to domestic and 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 make sure any problems with their services are resolved promptly.

We make every effort to make sure 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.

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

**By phone:** 0800 285 1533

**By email:** [support@happytelecom.co.uk](mailto:support@happytelecom.co.uk)

**By letter:** Happy Telecom, Midshires House, Smeaton Close, Aylesbury, Buckinghamshire, HP19 8HL

When 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.

When 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, 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, when you are not happy with 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 Managing Director. When we cannot resolve the problem, we will write to you to say so.

When 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:

➤ **The Communication and Internet Services Adjudication Scheme (CISAS):**

70 Fleet Street, London EC4Y 1EU

T: 0845 1308 170 or 0207520 3827

E: [info@cisas.org.uk](mailto:info@cisas.org.uk)

W: [www.cisas.org.uk](http://www.cisas.org.uk)

**CISAS** is an independent organisation that is approved by Ofcom to provide an Alternative Dispute Resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, at any time when you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e.: that we issue a deadlock letter). However, we may decline to do so when we do believe we will resolve shortly your complaint and are taking active steps to do so.

## Useful Addresses

Your Chosen Approved Alternative Dispute Resolution Providers:

➤ **The Ombudsman Services**

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS

T: 0330 440 1614

E: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

W: [www.ombudsman-services.org](http://www.ombudsman-services.org)

(CP questions can be directed to [osaccountmanagers@ombudsman-services.org](mailto:osaccountmanagers@ombudsman-services.org))

➤ **CISAS**

70 Fleet Street, London, EC4Y 1EU

T: 0845 1308 170 or 0207 520 3827

E: [info@cisas.org.uk](mailto:info@cisas.org.uk)

W: [www.cisas.org.uk](http://www.cisas.org.uk)

➤ **Ofcom**

Riverside House, 2a Southwark Bridge Road, London SE1 9HA

T: 020 7981 3040 or 0300 123 3333

E: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

W: [www.ofcom.org.uk](http://www.ofcom.org.uk)

➤ **Phone-paid Services Authority (PSA)**

40 Bank Street, London, E14 5NR

T: 0800 500 212 or 020 7940 7474

E: [info@psauthority.org.uk](mailto:info@psauthority.org.uk)

W: [www.psauthority.org.uk](http://www.psauthority.org.uk)

➤ **Telephone Preference Service (TPS)**

DMA House, 70 Margaret Street, London W1W 8SS

T: 0345 070 0707

E: [tps@dma.org.uk](mailto:tps@dma.org.uk)

W: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

➤ **Federation of Communication Services (FCS)**

The Grainger Suite, Dobson House, Regent Centre, Newcastle upon Tyne, NE3 3PF

T: 020 7186 5432

E: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)

W: [www.fcs.org.uk](http://www.fcs.org.uk)



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