

# HAPPY TELECOM – COMPLAINT HANDLING

## 1. HOW TO MAKE A COMPLAINT

If you wish to raise a complaint about any aspect of our service, you may contact our Customer Service Team using any of the following methods:

**By telephone:** 0800 285 1533 **By email:** support@happytelecom.co.uk **By post:** Happy Telecom Midshires House Smeaton Close Aylesbury Buckinghamshire HP19 8HL

When you contact us by telephone, our advisors will discuss your concerns and attempt to resolve the matter during the call. To protect your privacy and comply with data protection requirements, we may need to verify your identity before discussing your account.

If you contact us by email or in writing, we will acknowledge your complaint, confirm how we intend to investigate it, and provide details of how you may check on its progress.

## 2. HOW WE HANDLE YOUR COMPLAINT

We aim to resolve complaints as quickly as possible. Our standard process includes:

- Acknowledging your complaint and confirming the next steps.
- Investigating the issue thoroughly and liaising with any relevant suppliers.
- Keeping you informed of progress throughout the investigation.
- Providing a clear outcome and explanation once the matter is resolved.

We aim to resolve most complaints within **10 working days**, although more complex issues may take longer. If you are dissatisfied with the progress of your complaint at any stage, you may request that it be escalated to a senior member of staff and, ultimately, to the Managing Director.

If we are unable to resolve your complaint, we will write to you to confirm that we cannot take the matter further. This is known as a “**deadlock letter**”.

## 3. ALTERNATIVE DISPUTE RESOLUTION (ADR)

If your complaint remains unresolved after **eight weeks** from the date you first contacted us, or if you receive a deadlock letter, you have the right to refer your complaint to our approved Alternative Dispute Resolution (ADR) provider:

### CISAS

70 Fleet Street London EC4Y 1EU T: 0845 1308 170 or 020 7520 3827 E: info@cisas.org.uk W: www.cisas.org.uk

CISAS is an independent ADR scheme approved by Ofcom to resolve disputes between communications providers and their residential and small business customers. CISAS will consider both sides of the dispute and may recommend actions to resolve the matter.

You may also request that we issue a deadlock letter earlier than eight weeks; however, we may decline this request if we believe the complaint is likely to be resolved shortly and active steps are being taken to do so.

#### **4. USEFUL REGULATORY AND INDUSTRY CONTACTS**

##### **Ombudsman Services**

3300 Daresbury Park Daresbury Warrington WA4 4HS T: 0330 440 1614 E: enquiry@ombudsman-services.org W: www.ombudsman-services.org

##### **CISAS**

70 Fleet Street London EC4Y 1EU T: 0845 1308 170 or 020 7520 3827 E: info@cisas.org.uk W: 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 W: 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 W: www.psauthority.org.uk (psauthority.org.uk in Bing)

##### **Telephone Preference Service (TPS)**

DMA House 70 Margaret Street London W1W 8SS T: 0345 070 0707 E: tps@dma.org.uk W: 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 W: www.fcs.org.uk



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