



We'll always aim to provide the highest standard of service and ensure our customers are completely satisfied. However, we understand that issues may occasionally arise. If this happens, we are committed to resolving your complaint as quickly and fairly as possible.

How to make a complaint

The quickest and most effective way for us to resolve your complaint is by contacting us directly:

- A) Call us on 028 9099 5255
- B) Email us at complaints@titanictelecoms.com

To help ensure your complaint is handled quickly and efficiently, please follow the steps below.

What we'll need from you

No matter how you get in touch, we'll need a few details from you:

- A) Your contact details (name and address) or your account number
- B) Background information about the issue
- C) The impact the issue is having on you
- D) What you would like to happen as a resolution

Step 1 - Letting us know

Our teams are empowered to resolve complaints at the first point of contact whenever possible. If you contact us in writing, we may need to speak with you by phone to gather additional information before investigating your complaint. In some cases, we may also need to contact a third party before we can resolve the matter. If this happens, we will keep you updated on the progress.

When resolving your complaint, we will aim to:

- A) Offer an apology where appropriate
- B) Explain what has happened
- C) Take action to put things right
- D) Offer compensation where appropriate

If our team cannot resolve your complaint, it will be escalated to a Team Manager.

Step 2 - If your complaint needs further review

If your complaint cannot be resolved by a Team Manager, it will be referred to our Complaints Team. A member of the team will acknowledge your complaint and carry out a full review. Further investigation may be required, but we will keep you informed and updated throughout the process.

Step 3 - If things haven't been resolved to your satisfaction

If we have completed our review and investigation and you are still not satisfied with the outcome, or if your complaint has not been resolved within six weeks, you have the right to refer your complaint to the Communications Ombudsman.

The Communications Ombudsman is a free and independent Alternative Dispute Resolution (ADR) service that helps resolve disputes between customers and communications providers.

Website: www.commsombudsman.org

Phone: 0330 440 1614

Email: enquiry@commsombudsman.org

Post: Communications Ombudsman, PO Box 730, Warrington, WA4 6WU