



Thank you for registering your complaint with us, please refer to our complaints code

The Sparta telecom customer complaints code.

This customer complaints code gives you clear and useful information about what you can do if you're not happy with Sparta Telecom's services. It tells you:

1. **How you can complain.**
2. **What we'll do and when.**
3. **What you can do if you're still not happy.**

How you can complain

We are committed to giving you the highest quality of service at all times, even so, things can go wrong. We pride ourselves on our customer care and we try hard to keep you happy, the quicker you let us know of a problem the sooner we can find a solution to it.

When they do go wrong, we want to know so that we can put them right as quickly as we can. Here are the ways you can complain to us.

Online

Go to www.spartatelecom.com click on contact us, and register your complaint, in this way you won't have to write, or send a letter to us and we can handle your complaint sooner.

By phone

If you're a residential customer and your complaint is about sales, or bills or other general matters, call us on **0800 915 9396** between 9.00 AM and 7.00 PM Monday to Friday or 9.00 AM to 6.00 PM on Saturdays. This call is free from your landline.

If you are reporting a fault, call us free on **0800 008 7996**. This line is open during working hours six days a week.

If you'd like to speak to someone about a complaint associated with the fault that as yet is not resolved, our customer service/tech support advisers are available from 9.00 AM to 7.00 PM six days a week.

If you're a business customer and your complaint is about sales or services or billing, call us free on **0800 915 9396** between 9.00 AM and 7.00 PM Monday to Friday and ask to speak to the business customer services manager.

If your complaint is about a bill call us on **0800 915 9396** and ask customer services to put you through to the accounts manager.



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If your complaint is about repairing a fault, call us free on **0800 008 7996**. This line is open 12 hours a day six days a week. Our customer service/Tech support advisers will try to solve the problem while you're still on the line.

By Email

You can email your complaint to us 24 hours a day. You should include your account number or any reference number given by us for example the order number shown on your document if you have ordered a product. You should state your full name and address, and give full details of what the problem is. Please do not generalise, we need as much detail as possible in order to investigate your complaint. Email us at info@spartatemecom.com

By letter

It takes longer to reply by letter but, if you prefer to write, please send your letter to the appropriate address below. Make sure you include the account number and the telephone number of the service you're complaining about.

If you're a residential customer, write two:

Customer services manager

Sparta telecom LTD
Futures house
The Moakes
Luton
Bedfordshire
LU3 3QB

If you're a small business customer write to

The business customer services manager

Sparta telecom LTD
Futures house
The Moakes
Luton
Bedfordshire
LU3 3QB



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What we'll do and when

Our aim is to solve any problem to your complete satisfaction, and our customer service/tech support advisers will try to do this as quickly as possible. Preferably during a phone call or e-mail or exchange, if we can't do this, we will tell you what we can do.

We aim to respond to a letter, email or phone call complaint within 10 working days, however complex cases can take up to a maximum of 8 weeks (This is the maximum time set under regulations). Depending on the complexity and depth of the investigation it can take up to 4-8 weeks in some cases.

Many complaints can be sorted out on the phone with one of our customer service advisors at the time.

We'll try to sort out your complaint on the spot but whatever happens, we will respond and try to keep you regularly updated if it's going to take a while to check into things.

If an advisor cannot sort out your complaint, will review it and escalate the complaint to level 2 within the company. We settle almost all complaints by this stage but, if not, we will explain our final position. In some cases, we might have to send you a deadlock letter. This means there is nothing more we can do.

You can ask the manager to review your complaint at any time if our adviser has not been able to help and has already offered to refer things to a manager.

Complaint Levels

Customer Service Advisor

Manager

Level 2

To process any complaint you must go through our complaints procedure, you cannot jump from advisor to Level 2. The complaints procedure is in accordance with Ofcom regulations.

What you can do if you're still not happy

The Ombudsman will not deal with any complaint until it has completely been through a company's complaint procedure. If you're still not happy having followed the process explained above, and we sent you a deadlock letter or eight weeks have passed since you complaint, you can refer your complaint to the ombudsman's Services: Communications.



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Ombudsman Services: Communications (ADR)

Ombudsman Services Communications provide a free independent service for customers who are not satisfied with the final outcome of their complaints.

Ombudsman Services: Communications can't deal with complaints about commercial policy (such as for example our prices or broadband availability). Nor can they deal with complaints from businesses with more than 10 employees.

If you complain to ombudsman Services: Communications you must do so within six months of receiving your deadlock letter. If we haven't sent you a deadlock letter, you must contact ombudsman Services: Communications within nine months of making your complaint to us

(Please note the Ombudsman will not take on a case until it has completed the providers complaints procedure.

You can contact ombudsman Services: Communications act:

Ombudsman Services Communications

PO box 730

Wallington

WA4 6WU

Phone 03304401615

Email enquiries@OS-communications.org

Website: WWW.Ombudsman-services.Org/communications.HTML

Please note; Sparta Telecom operates a zero tolerance policy regarding abusive behaviour towards our staff. This applies just as much to e-mail as to telephone calls. The use of inappropriate or abusive language may result in your telephone call being terminated. Also, please note that all telephone calls are recorded.