

# Code of Practice

## On Complaint Handling and Dispute Resolution

Phoenix Maxwell Global Ltd 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 ensure that any problems with their services are resolved promptly.

We make every effort to ensure that 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.

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

**Online:** <https://www.phoenixmaxwell.com/complaints/>

**By phone:** 0204 542 2333

**By email:** [info@phoenixmaxwell.com](mailto:info@phoenixmaxwell.com)

**By letter:** Phoenix Maxwell Global Ltd, 8 High Street, Brentwood, Essex, CM14 4AB.

If 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.

If 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 and 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, if 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. If we cannot resolve the problem, we will write to you to say so.

Should you have a complaint which cannot be resolved over the phone, you must write/ email your complaint to our complaints department. There will then follow an 8 week period to resolve your complaint. If this time passes or we issue a "Dead Lock" letter to you then you may approach the independent arbitrator as part of the alternative dispute resolution scheme we are subscribed to.

**Details can found at the following link:** <https://www.ombudsman-services.org>

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

**Website:** <https://www.ombudsman-services.org>

**Phone:** 0330 440 1614

Ombudsman Services are an independent organisation which 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, if at any time 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 if we do believe we will shortly resolve your complaint and are taking active steps to do so.