

Customer Complaints Code

At MCL Telecommunications Ltd we pride ourselves on our outstanding customer service. We make sure that all our customers receive the best service from all of us, through understanding their needs and communicating our best intentions every step of the way. However, every now and then things can go wrong, and we need to ensure that we do our utmost to rectify any issues as effectively as possible, keeping customer service at the core of our business.

How to raise a complaint

Your first point of contact should be your account manager, they will always be happy to take the details of any issue you may have, you can find the details of all of our team by [clicking here](#). Having the following information to hand before you speak to your account manager will speed things along:

- Your MCL Telecommunications account number
- Your contact telephone number and/or email address
- Details of the issue which you would like to raise with us
- What you believe a fair resolution would be

Normally your complaint will be resolved swiftly and to everyone's satisfaction. Once you are happy with the resolution to your issue we can review the entire process and make any improvements to our business necessary to ensure that we can prevent the same things happening in the future. If at any point you would like to provide feedback on this process then this will always be gratefully received. The more information we have, the better.

Director's Team

If you are unhappy with the proposed resolution from your account manager you can request that your complaint be escalated. As such the Director's Team will review the situation and make contact with you within 24 hours of the escalation; they will discuss the issue further with you and see if anything else can be done to come to an amicable solution. We aim to resolve all complaints through the Director's Team within 10 working days. If after this time we have been unable to provide a suitable resolution, or if 8 weeks have passed since your initial complaint, then subject to their eligibility criteria we can provide you with the details of our Ombudsman Service.

If your complaint does not meet with their criteria we will let you know our final position.

Ombudsman Services: Communications

Here are the Ombudsman Services: Communications contact details. You should contact them if you remain unsatisfied with the resolution which we have proposed and you are within six months of receiving a 'Deadlock' letter, or if you have not received a 'Deadlock' letter within nine months of your initial complaint:

Ombudsman Services: Communications

PO Box 730

Warrington

WA4 6WU

Phone: 0845 050 1614

Fax: 01925 430 059

Text phone: 0845 051

Email: enquiries@os-communications.org

Website: www.ombudsman-services.org/communications.html

Ofcom

Ofcom is the regulatory body for the communications industry. Ofcom oversees our service provision within the terms of the Communications Act 2003 that are relevant to us.