



Complaints Procedure

Quantum Air Fibre aims to provide outstanding service to all our customers. If you are ever unsatisfied, we endeavour to put things right as soon as we can.

Our emphasis is firmly on quicker, simpler and more streamlined complaints handling with local, early resolution by empowered and well-trained staff. Our procedure is designed to address customer dissatisfaction by providing a quick, fair and considered response to complaints, explaining clearly the reasons for any disagreement we may have with service users, and using the lessons we have learned from complaints to improve our services.

This document will guide you in getting in touch with us to make a complaint, as well as informing you on how we will deal with your complaint. This document should be read in conjunction with our **Code of Conduct** which is available at www.quantumairfibre.com

Our complaints procedure complies with section C4 and C5 of Ofcom's customer complaints code guidance dated 30 July 2018.

Ofcom class Quantum Air Fibre as a '**Communications Provider**' and as such a '**Regulated Provider**'.

Complaints Code of Practice

In order for us to handle your complaint as quickly as possible, we recommend you initially call our customer service team based in Brookenby, Lincolnshire. The front-line team typically handles straightforward issues, and we aim to resolve issues of this nature as soon as possible. We do not differentiate complaints by how they are raised so please use the most appropriate contact method for making your complaint.

Customer Relations: 01472 397 105

Monday to Friday 08:00-21:30

Saturday 08:00-20:00

Sunday 09:00-17:30

Alternatively, you may contact our out of hours team:

Out of Hours team: 01472 397 109

Or email us at any time on support@quantumairfibre.com

Alternatively, you may write to:

Customer Relations

Quantum Communications Ltd

HQ Building, Brookenby Park

Brookenby, Market Rasen

LN8 6HF

Our preference is to respond to you by email, however if you prefer an alternative method of contact please inform us when making your complaint.

Your complaint will remain open until we have received confirmation from you that you are satisfied with our response, or 28 days has elapsed from the date of the response.

After your confirmation that the complaint is resolved we will email you with a summary of the final outcome.

We will use complaint details, outcomes and resolutions to help continuously to improve our services.

Internal Investigation

On the very rare occasion that the issue cannot be resolved at the front-line stage, or if the issue is serious or complex, a formal investigation will be initiated.

Following a thorough investigation, we aim to provide a definitive response within 20 days. This response will be signed off by senior management, as our senior management take an active interest in complaints and use the information gathered to improve our services.

Your complaint will remain open until we have received confirmation for you that you are satisfied with our response to you, or if 28 days have elapsed from the date of the response.

Independent External Review

If we are unable to resolve any issues to your satisfaction through our front-line service or following an investigation, you have the opportunity to escalate your complaint. Unresolved complaints will be referred initially for an Independent External Review of the complaint.

Quantum Air Fibre is a member of **UKWIPSA**, the industry body representing wireless networks. If you wish to escalate your complaint to this organisation, we will forward them a summary of your case to date. We can also supply you with a summary of the case to date and their contact details for you to monitor the progression of your case.

UKWIPSA

Phone: 03333 660036

Email: info@ukwispa.org

Address: Member Complaints, UKWIPSA, 4 Croftside Court, Cullingworth, Bradford, BD13 5DE

UKWIPSA is committed to providing a **response within 2 weeks** of being notified of the detail of the complaint.

Alternative Dispute Resolution

You have the opportunity to escalate your complaint further in the event that you disagree with the Independent External Review. If either of these events transpire, we will issue an Alternative Dispute Resolution email to the complainant. The Alternative Dispute Resolution Scheme (ADR) for Quantum Air Fibre is handled by **Ombudsman Services**.

OMBUDSMAN SERVICES

Phone: 0330 440 1614

Email: osenquiries@oscommunications.org

Address: Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

Ombudsman Services will not review any complaint which is less than 8 weeks old, unless we agree we cannot do anything further and have provided you with a deadlock letter and complaint reference.

Nothing within this Complaints Code of Practice forms or is intended to form any contract between you and Quantum Communications. Our standard terms and conditions apply to the product or services available. Nothing in this Complaints Code of Practice affects your legal rights.

We are committed to continually improving our customer service and we take account of any customer complaints to help with this. We may also ask you for feedback on the service that you have received. If you do have any suggestions or ideas on how we can improve, please let us know.