

SIGNUM CORPORATE COMMUNICATIONS LIMITED T/A SEMPERVOX.NET

**Code of Practice on Complaint Handling and Dispute Resolution**

SIGNUM CORPORATE COMMUNICATIONS Limited T/A SEMPERVOX.NET is an independent company that delivers communications services to business customers in the UK. While we may not provide all the component parts of these services ourselves we do take responsibility for the services delivered to you. 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 that 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;

**Telephone** : 0116 2520500

**By Email** : [complaints@sempervox.net](mailto:complaints@sempervox.net)

**By Letter** : Customer Support Team, Sempervox.net, Consort House, 15 De Montfort Place, Leicester, LE1 7GZ

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 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 the 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 the progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 weeks from the date that you first contacted us to complain or you have received a letter from us saying that your complaint has reached a “deadlock”, then you may ask for help from;

Ombudsman Services – Communications  
3300 Daresbury Park  
Daresbury  
Warrington  
WA4 4HS  
T : 0330 440 1614  
E : [osenquires@os-communications.org](mailto:osenquires@os-communications.org)  
W : [www.ombudsman-services.org](http://www.ombudsman-services.org)

Ombudsman Services is an independent organisation which is approved by OfCom to provide an alternative dispute resolution (ADR) service. OfCom approved ADR services sort out disputes between communication 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.

## Useful Addresses

### **The Ombudsman Services**

3300 Daresbury Park  
Daresbury  
Warrington  
WA4 4HS  
T: 0330 440 1614  
E: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)  
W: [www.ombudsman-services.org](http://www.ombudsman-services.org)

### **Ofcom**

Riverside House  
2a Southwark Bridge Road  
London  
SE1 9HA  
T: 020 7981 3040 or 0300 123 3333  
E: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)  
W: [www.ofcom.org.uk](http://www.ofcom.org.uk)

### **Phone-paid Services Authority**

40 Bank Street  
London  
E14 5NR  
T: 0800 500 212 or 020 7940 7474  
E: [info@psauthority.org.uk](mailto:info@psauthority.org.uk)  
W: [www.psauthority.org.uk](http://www.psauthority.org.uk)

### **Telephone Preference Service**

DMA House  
70 Margaret Street  
London  
W1W 8SS  
T: 0845 070 0707  
W: [www.tpsonline.org.uk](http://www.tpsonline.org.uk)

### **Federation of Communication Services (FCS)**

Provident House  
Burrell Row  
Beckenham  
Kent  
BR3 1AT  
T: 020 7186 5432  
E: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)  
W: [www.fcs.org.uk](http://www.fcs.org.uk)



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