

SIGNUM CORPORATE COMMUNICATIONS LIMITED T/A SEMPERVOX.NET

Dispute Resolution Policy

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

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;

Disputes involving Telecommunication Services

Ombudsman Services – Communications

3300 Daresbury Park

Daresbury

Warrington

WA4 4HS

T : 0330 440 1614

E : osenquires@os-communications.org

W : www.ombudsman-services.org

Disputes involving UK domain names are handled by Nominet

<https://www.nominet.org.uk>

Disputes involving eu domains are handled by EURID

<https://www.eurid.eu>

Disputes involving other domains are handled by ICANN

<https://www.icann.org>

Useful Addresses

The Ombudsman Services

3300 Daresbury Park
Daresbury
Warrington
WA4 4HS
T: 0330 440 1614
E: osenquiries@os-communications.org
W: 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
W: 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
W: www.psauthority.org.uk

Telephone Preference Service

DMA House
70 Margaret Street
London
W1W 8SS
T: 0845 070 0707
W: 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
W: www.fcs.org.uk



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