

# TTNC LIMITED CODE OF PRACTICE

## On Complaint Handling and Dispute Resolution

July 2022

We make every effort to ensure that our customers are happy with the products and level of service they receive from us. We know that sometimes things can go wrong, be assured we take all complaints seriously and aim to resolve them quickly and efficiently.

### How you can raise a complaint

If you are not completely happy with our products or any part of our service, please let us know as soon as you can. Our customer service team are trained to deal with customer complaints and should be the first people you contact. They will always attempt to find a good solution to your complaint as quickly as possible.

Before contacting us, please have the following information to hand as it will help us locate your account and investigate your complaint efficiently.

- Your company name
- Customer Reference – if you are unsure of this you can find it within myTTNC
- A brief description of your complaint
- Your desired outcome to the complaint

There are 2 easy ways to get in touch with our customer service team:

If you have a complaint about any part of our service, please contact our Customer Service team on **0800 468 1000** or **020 3151 1000**.

We will ask you about your complaint and seek to resolve the problem while you're on the line.

You may also send your complaint to us in writing by sending us an email to [cs@ttnc.co.uk](mailto:cs@ttnc.co.uk), we aim to update you within 24 hours if sent via email but sometimes we need to look at the complaint in more detail so reaching a resolution may take longer.

### Process

We aim to resolve your complaint quickly and efficiently, and to keep you informed. However, if you are not happy with the progress in resolving your complaint you can ask the person who is dealing with your complaint, to escalate to their team leader.

If you are unable to meet a resolution with the team leader within 5 working days you are within your rights to escalate your complaint to the Directors Office who will make contact to acknowledge the



escalation within 24 hours and you will be assigned a dedicated person to take care of your complaint who will aim to investigate and respond to your escalated complaint within 8 working days of receipt.

Your case will remain open for 28 days, so you will have enough time to review and consider our proposal. If you are happy with the resolution, please let us know so we can apply any required actions to your account and close your complaint.

If we don't hear from you within the 28 days from the date of our formal response, we'll take this as confirmation you're satisfied with the resolution and we'll write to you again to let you know we're closing your complaint.

### Alternative Dispute Resolution

We are part of the Ombudsman Services dispute resolution scheme. If we can't resolve the problem, we will let you know. If it has been more than 8 weeks since the date you first contacted us or you have been told that your complaint has reached "deadlock", then you may ask for help from the Ombudsman Services directly.

Please see their contact details below:

Ombudsman Services  
PO Box 730  
Warrington  
WA4 6WU

**E-mail:** [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)

**Website:** [www.ombudsman-services.org](http://www.ombudsman-services.org)

**Phone:** 020 7520 3827

### Useful Addresses

**Ofcom** - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040 or 0300123 3333 Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

#### Phone-paid Services Authority -

For business - Phone-paid Services Authority 25th floor, 40 Bank Street, London, E14 5NR Tel: 020 7940 7474

Website: <https://psauthority.org.uk/>

Email: [enquiries@psauthority.org.uk](mailto:enquiries@psauthority.org.uk).

For consumer - 0300 30 300 20

**Telephone Preference Service** - DMA House, 70 Margaret Street, London W1W 8SS Tel: 0345 070 0707 Website: [www.tpsonline.org.uk](http://www.tpsonline.org.uk) Email: [tps@dma.org.uk](mailto:tps@dma.org.uk)



**TTNC Limited**  
The Telephone  
Number Company

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