



Mobilise your business with

**VOIspeed<sup>®</sup>**

## Complaints

VOIspeed Ltd is keen to develop the latest software for you and provide great customer service. We recognise, however, that mistakes can be made and that we can always improve our software and service. If you wish to speak to someone about a complaint, please call our office on 01727848186 (between 9am and 5.30pm Monday to Friday, excluding bank holidays) and we shall try to resolve the issue promptly. If you prefer to write with your complaint, please email [info@voispeed.co.uk](mailto:info@voispeed.co.uk) with 'Complaint' in the title.

If you are still not satisfied with the response and wish to escalate your complaint, please write to the same email address with the following information:

- a clear, detailed description of what your complaint is about
- copies of any letters or emails related to the complaint
- a correspondence/support ticket reference number (if you have it)
- your email address or postal address (so we can reply)

We aim to respond to complaints within 5 working days. If we can't reply to you within this time, we will let you know and tell you when you can expect a reply.

If you are not satisfied with the outcome of your formal complaint and at least 8 weeks have passed from the date of your formal complaint to us, you may be able to refer your complaint to the external dispute resolution scheme, the Communications Ombudsman (see below) who will investigate your complaint independently.



VOIspeed Ltd is a member of the Ombudsman Services, providing an informal and independent way of settling disputes between companies and their customers. An independent adjudicator appointed under these rules will make a decision on disputes by considering the information received from the customer and the company. The scheme can be used to settle disputes about bills and communication services provided to customers. A customer who wants to put a dispute through the scheme must fill in and return an application form. These are available from the Ombudsman Services website <https://www.commsombudsman.org/>

Please note that the customer cannot apply to the scheme unless they have started a formal complaint through the company's formal complaints procedure and at least eight weeks has passed since they first put the complaint through the company's formal complaints procedure; or the company agrees, in writing, that the dispute can be settled through the scheme. Customers must also apply to the scheme within nine months of first making their first formal complaint about the matter to the company.