

## Connecting Britain Complaints Procedure

We aim to deliver the very best service to our clients and work hard to ensure we maintain strong relationships. However, mistakes do happen and problems can occur but it's how you deal with them that's important.

### What to do if you are unhappy

If you are unhappy with any service or contract you have with us, please email [complaints@connecting-britain.com](mailto:complaints@connecting-britain.com)

Our office hours are Monday to Friday between 9am and 5.30pm excluding Bank Holidays. If you tell us you are not happy with the way we dealt with your enquiry or delivered a service, we will do our best to sort things out immediately. If we cannot do this, we will keep you informed about how long we expect to take to sort the matter out for you.

If you are still not satisfied, please ask to speak to a department manager. If you prefer, you can write to us explaining why you are unhappy and we will endeavour to respond within 30 working days.

### Our address is:

Connecting Britain Ltd  
Connecting House, Chain Caul Way,  
Ashton-On-Ribble,  
Preston,  
PR2 2TL

We carefully monitor complaints so that we can avoid making the same mistakes again. If something goes wrong, we want you to tell us. Then we can put it right and make sure the same thing doesn't happen to someone else.

## CISAS

Connecting Britain is a subscriber to CISAS (Communications & Internet Services Adjudication Scheme). CISAS is an Ofcom approved alternative dispute resolution service provider and is a free service to customers.

The CISAS website has information about what complaints they can deal with and their website is accessible at: <https://www.cedr.com/consumer/cisas/>.

To contact CISAS, you can use the following:

Email: [cisas@cedr.com](mailto:cisas@cedr.com)

Post: 100 St Paul's Churchyard London, EC4M 8BU

Telephone: 020 7520 3814

## Other Information

The Office of Communications (Ofcom) is the regulator for the UK telecommunications industry. They make sure communications companies meet their obligations under telecoms and competition laws and regulations.

Post: Office of Communications  
Riverside House, 2A Southwark, Bridge Road, London SE1 9HA

Phone: 0300 123 3333 or 020 7981 3040

Textphone: 020 7981 3043

Fax: 020 7981 3333

Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)