

# Connecting Britain Complaints Procedure

**At Connecting Britain, we strive to provide the very best service to our clients and pride ourselves on building strong, lasting relationships. However, we understand that mistakes can happen, and issues may arise. What matters most is how we address and resolve them.**

## **What to do if you are unhappy**

If you're dissatisfied with any aspect of the service or contract you have with us and wish to raise a formal complaint, please do so by emailing [complaints@connecting-britain.com](mailto:complaints@connecting-britain.com).

Our office hours are Monday to Friday, 9:00 am to 5:30 pm, excluding Bank Holidays. We'll do our best to resolve your concern immediately. If we're unable to resolve it straight away, we'll keep you informed about the steps we're taking and how long we expect it to take.

If you're still not satisfied with the resolution, you can request to speak with a department manager. Alternatively, you can write to us explaining why you're unhappy, and we'll respond within 30 working days.

### **Our address is:**

3, Caxton Road  
Fulwood, Preston,  
PR2 9ZZ

We carefully monitor all complaints to help us improve and ensure the same issues don't arise for others. If something has gone wrong, we want to know about it. Your feedback allows us to put things right and deliver an even better service in the future.

## **Communications Ombudsman**

Connecting Britain is a proud subscriber to the Communications Ombudsman, an independent and free service available to support customers with unresolved complaints. If you feel your complaint has not been resolved to your satisfaction, you can contact the Ombudsman for further assistance.

For more information visit their website at [www.commsombudsman.org](http://www.commsombudsman.org)

Or contact them directly at 0330 440 1614

Email: [enquiry@commsombudsman.org](mailto:enquiry@commsombudsman.org)

Post: Communications Ombudsman,

P.O. Box 730, Warrington WA4 6WU

## Other Information

If you remain dissatisfied after following our complaints process, you can escalate your concern to Ofcom, the UK's regulator for the communications industry.

While Ofcom cannot resolve individual complaints, they can offer advice and ensure your issue is appropriately addressed.

You can contact Ofcom at:

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

Phone: 0300 123 3333

Address:

Ofcom, Riverside House

2a Southwark Bridge Road

London

SE1 9HA