



# solar

communications

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## **Customer Complaints Procedure**

**June 2017**



# COMPLAINTS PROCEDURE

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## **What to do if you are not happy with the service you have received from Solar Communications**

We make every effort to ensure that our customers are happy with the level of service, products and services they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them as quickly and efficiently as practicable. The following information advises you on how to contact us in the event that you have a complaint.

### **Step 1**

If you are unhappy with any of our products or services, you may send your complaint in writing to:

Solar Communications  
Service Desk Complaints  
Magnetic House  
Waterfront Quays,  
Salford Quays  
M50 3XW

Or email: [supportcomplaints@solar.co.uk](mailto:supportcomplaints@solar.co.uk)

Your complaint shall be acknowledged within 48 working hours.

### **Step 2**

If you are unhappy with how Step 1 is progressing, you can request that your complaint is passed to the Client Services Account Manager (CSAM). You will then receive a further response, both verbal and written, from the CSAM within 48 hours.

### **Step 3**

If you remain unhappy with the progress made at Steps 1 and 2, you can request that your complaint is passed to the Director of Operations. The Director of Operations will respond to your request in writing with 24 hours.



## Step 4

If you remain unhappy and wish to pursue your complaint further, if your complaint has been outstanding for more than 8 weeks or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from CISAS.

CISAS is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom approved ADR services have been set up to sort out disagreements between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Should you wish to undertake such an ADR service, CISAS can be contacted via the following means:

CISAS  
Centre for Effective Dispute Resolution  
70 Fleet Street  
London  
EC4Y 1EU

T: 020 7520 3827

F: 0845 1308 117

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