

# The Calls Warehouse

## Complaints & Code of Practice

This Code of Practice explains how The Calls Warehouse handles complaints and what customers can expect from us when something goes wrong.

Our aim is to investigate complaints fairly, provide clear explanations and work towards a timely resolution.

### 1. How to Contact Us

If you are dissatisfied with any aspect of our products, services or customer service, please contact us using one of the methods below:

**Telephone:** 0800 470 0144

**Email:** [accountmanagers@thecallwarehouse.com](mailto:accountmanagers@thecallwarehouse.com)

**Post:** The Calls Warehouse, The Junction, Merchants Quay, Salford Quays, Manchester, M50 3SG

Please provide:

- Your name and company name
- Account or reference number (if known)
- Contact details
- The service affected
- A description of the issue
- The outcome you are seeking
- Any supporting information

### 2. What Is A Complaint?

A complaint is any expression of dissatisfaction relating to:

- Sales advice or information provided
- Billing or invoicing
- Fault reporting or fault resolution
- Installation or engineer appointments
- Broadband, telephone, VoIP, mobile or connectivity services
- Switching or number porting
- Customer service or account management
- The handling of a previous complaint

### 3. Our Complaints Process

#### Stage 1 - Initial Investigation

Once a complaint is received, we will:

- Record the complaint on our systems
- Acknowledge receipt within **two working days**
- Investigate the matter
- Contact suppliers or network providers where necessary
- Request additional information where required
- Provide an update on the progress of the investigation

Customers may be asked to provide supporting information, including photographs, screenshots, speed test results or details of equipment configurations. This information should be provided promptly, as delays may impact investigation and resolution times.

## Stage 2 - Resolution

Following our investigation, we will provide our findings and explain any actions we propose to take.

This may include:

- Correcting an error
- Providing additional information or clarification
- Taking remedial action
- Applying billing adjustments where appropriate
- Escalating the matter to a supplier or network provider
- Explaining why we do not agree with the complaint

## Stage 3 - Internal Escalation

If you remain dissatisfied with the outcome, you may ask for your complaint to be escalated for further internal review.

# 4. Timescales

We aim to resolve complaints as quickly as possible.

Some complaints may take longer to resolve, particularly where they involve:

- Third-party suppliers
- Network providers
- Billing investigations
- Number porting issues
- Technical faults
- Engineering work

Where a complaint remains open, we will keep you updated on its progress.

# 5. Alternative Dispute Resolution (ADR)

If we are unable to resolve your complaint, or if six weeks have passed since you first raised it, you may be entitled to refer your complaint to an approved Alternative Dispute Resolution (ADR) scheme.

We may also issue a Deadlock Letter if we believe we have reached the end of our internal complaints process without reaching an agreement.

ADR is an independent service that will review the information provided by both parties and make a decision.

**ADR Scheme:** Communications Ombudsman

**Contact details:** <https://www.commsombudsman.org>

ADR is free for eligible customers.

## **6. Sales and Marketing Standards**

The Calls Warehouse is committed to ensuring all sales and marketing activity is clear, fair and not misleading.

Our staff and representatives will:

- Clearly identify themselves
- Explain the reason for contacting you
- Provide accurate information about products and services
- Explain key charges and contract terms
- Explain any switching or cancellation rights
- Highlight any known limitations or dependencies
- Respect marketing preferences and opt-out requests

## **7. Accessibility and Additional Support**

If you require information in an alternative format or need additional support when making a complaint, please let us know and we will consider reasonable adjustments where possible.

## **8. Record Keeping**

We may retain complaint records, correspondence, call recordings and investigation notes in order to:

- Manage complaints effectively
- Meet legal and regulatory obligations
- Improve our services
- Resolve