



wildanet

*From anywhere to everywhere*

# Complaints Policy



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## Complaints Policy

### Document Control

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<b>Author:</b>	Nathan Sussex
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### Document History

Version	Date	Comment	Updated by
V1	27/11/2021		Nathan Sussex
V2	08/09/2022	3 <sup>rd</sup> Step included CEO	Nathan Sussex



### 3. Policy

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Wildanet Limited welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our services, our customer service, or about our employees, agents or subcontractors, not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.

It is our policy to resolve complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:

- To provide a clear and fair procedure for any customers who wish to make a complaint about Wildanet Limited our services, our customer service, or about our employees, agents or subcontractors.
- To ensure that everyone working for or with Wildanet limited knowshow to handle Complaints made by our customers;
- To ensure that all complaints are handled equally and in a fair and timely fashion;
- To ensure that important information is gathered from complaints and used in the future to avoid such a situation arising again.

This Complaints Policy applies to the provision of services by Wildanet Limited.

For the purposes of this Complaints Policy, any reference to Wildanet Limited also includes our employees, third-parties and subcontractors

Complaints may relate to any of our activities and may include (but not be limited to):

- The quality of customer service you have received.
- The behaviour and/or professional competence of our employees or subcontractors
- Delays, defects, poor workmanship or other problems associated with the provision of services by Wildanet Limited.

### 4. Making a Complaint

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All complaints, whether they concern our services, our customer services, or our employees and sub-contractors should be made in one of the following ways.

- By email, addressed to Head of Customer Operations at customer.services@wildanet.com
- In writing, addressed to Head of Customer Operations, Westbourne House, Liskeard, Cornwall, PL14 6BY

When making a complaint, you will be required to provide the following information in as much detail as is reasonably possible:

- Your name, address, telephone number and email address (we will contact you using your preferred contact method as your complaint is handled)
- If you are making a complaint regarding a particular employee or sub-contractor of ours, the name and, where appropriate, position of that employee or sub-contractor
- Further details of your complaint including as appropriate, all times, dates, events and personnel involved.
- Details of any documents or other evidence you wish to relay in support of your complaint.
- Details of what you would like Wildanet Limited to do in terms of resolving your complaint.

## 5. How we handle your complaint

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Wildanet Limited operates a three-stage complaints handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level 1 without further recourse to Level 2 or 3. If you are not satisfied at the end of Level 1, you may escalate your Complaint to Level 2. If you are still not satisfied at the end of Level Two, it will be escalated to level 3. Complaints may progress to External Resolution as detailed below:

### **Level One:**

- Upon receipt of your Complaint, the Customer Services Representative will log the Complaint in our ticketing system and will acknowledge receipt of it in writing within 1 working day.
- When we acknowledge receipt of your complaint, the Customer Service Representative will act as the case handler. They will liaise with any internal department to support and gather further evidence.
- If your Complaint relates to a specific employee or subcontractor, that person will be informed of your complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee or subcontractor in question should take place only via the Complaint Handler and we respectfully ask that you do not contact the employee or subcontractor in question directly concerning the Complaint while we are working to resolve it.
- If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however

please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

- At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Two in the form of an Appeal.

#### **Level Two:**

- If you are not satisfied with the resolution of your complaint at Level One, you may appeal the decision within 7 days and have the complaint escalated to Level Two. Appeals are handled by the Head of Customer Operations.
- Appeals, quoting your original Complaint Reference, should be directed to your original Complaint Handler who will forward the request to the Head of Customer Operations. Receipt of Appeals will be acknowledged in writing within 7 days. When we acknowledge receipt of your Appeal we will also provide details of your Appeal Handler.
- If your Complaint relates to a specific employee or subcontractor, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee or subcontractor in question should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee or subcontractor in question directly concerning the Complaint while we are working to resolve it.
- If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- We aim to resolve Level Two Complaints within 2 working days however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

At the conclusion of the Level Two procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result.

### Level Three:

- If you are not satisfied with the resolution of your complaint at Level Two you may appeal the decision within 7 days and have the complaint escalated to Level Three. Appeals are handled by the CEO to review and investigate
- Appeals, quoting your original Complaint Reference, should be directed to the Head of Customer Operations who will escalate it to the CEO. Receipt of Appeals will be acknowledged in writing within 7 days. When we acknowledge receipt of your Appeal, we will also provide details of your Appeal Handler.
- If your Complaint relates to a specific employee or subcontractor, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee or subcontractor in question should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee or subcontractor in question directly concerning the Complaint while we are working to resolve it
- If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- We aim to resolve Level Three Complaints within 2 working days however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

At the conclusion of the Level Three procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final, subject to your right to seek External Resolution of your Complaint

## 6. External Resolution – Alternate Dispute Resolutions (ADR)

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In the UK, it is a legal requirement for communication providers to give their customers access to an approved ADR scheme. Wildanet are registered under OFCOM as a communication provider and are a member of UKWISPA who operate this free scheme in which clients and customers can be assured it will be operated in a fair and professional manner.

<https://www.ukwispa.org/adr-scheme>

In the unlikely event that a customer has a legitimate complaint that is not addressed by Wildanet or UKWISPA, they can raise this further to the Ombudsman Services without cost. Ombudsman Services are one of the UK's leading providers of ADR schemes and is approved by OFCOM under the Communications Act 2003.

<https://www.ombudsman-services.org/>

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## 7. Confidentiality & Data Protection

All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees or subcontractors of Wildanet Limited who need to know in order to handle your Complaint.

All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulation