

Complaints Code of Practice

HOW WE HANDLE COMPLAINTS FROM OUR BUSINESS CUSTOMERS



Table of Contents

OUR AIM

01

We're all about providing the best possible experience

How you can contact us if you have a complaint.

02

CONTACT US

WHAT TO DO

03

What to do and when to do it.

What to do if things are still not right.

04

NEXT STEPS

Best Possible Experience

SCG Together is all about providing the best possible experience.

Despite this we realise that **sometimes things can** go wrong. When they do, we want to know so that we can make them right.

This Complaints Code of Practice gives you all the information you require if you need to complain. It tells you:

- how to get in touch if you're not happy
- what we'll do and when
- what to do if things still aren't right

If you can't raise a complaint yourself, you can ask someone with access to your information to do it for you.

If you'd like a paper copy of this Complaints Code of Practice (for free) please ask us using the contact details on the next page.

For more information on SCG Together, please visit our website: <https://www.scgtogether.com/>

How to get in touch

If you want to make a complaint be sure to include the account number and telephone number of the service you're complaining about. That's because these details help us process it faster. We'll normally get back to you by phone, but will confirm any conversation in writing if you ask us to.

*The quickest way to get in touch is by phone. **0800 470 0007***

We aim to make it as easy as possible for you to reach us, so to make sure this happens we won't give you multiple numbers to call, or leave you to wade through endless options to get through to someone. One simple number will get you through to our dedicated Customer Experience team.

If you prefer, you can email or write to us but it might take longer to get back to you (up to 10 days). We'll aim to solve your complaint within 14 days but sometimes it does take a bit longer.

SCG Together

*Ver House, 23-25 High Street
Redbourn, Hertfordshire
AL3 7LE*

& when

1 **Once you've complained**
we'll try to fix the issue straight away. If we can't we'll tell you how long it's going to take or when we can get back to you with an update.

2 **If you're not happy**
with what we've done or our response to your complaint you can ask us to escalate your complaint any time. But please let us try to sort things out first.

3 **If you're still not happy**
you can escalate again and we'll complete a further review of your complaint and issue a final response.

4 **We'll only close your complaint**
when you say it's fixed, resolved or if we haven't heard from you in 28 days (we'll try to contact you before we do that).



Next Steps

What to do if things are still not right

You can pass your complaint to our Alternative Dispute Resolution scheme (which is run by Ombudsman Services: Communications), if:

- your complaint has been going on for eight weeks. We'll write to remind you about your right to refer the complaint to the Ombudsman or;
- we've sent you a 'deadlock' letter which means there's nothing more we can do to solve your complaint. You can ask for a 'deadlock' letter at any time but please give us the chance to try and fix the problem first.

Ombudsman Services: Communications provides a free outcome independent service for customers who aren't satisfied with the final of their complaint.

They'll only take complaints that sit within the Alternative Dispute Resolution scheme. They can't deal with complaints about commercial policy (like our prices or broadband availability). Nor can they deal with complaints from businesses with more than ten employees.

You must contact the Ombudsman within 12 months of getting your 'deadlock' letter.

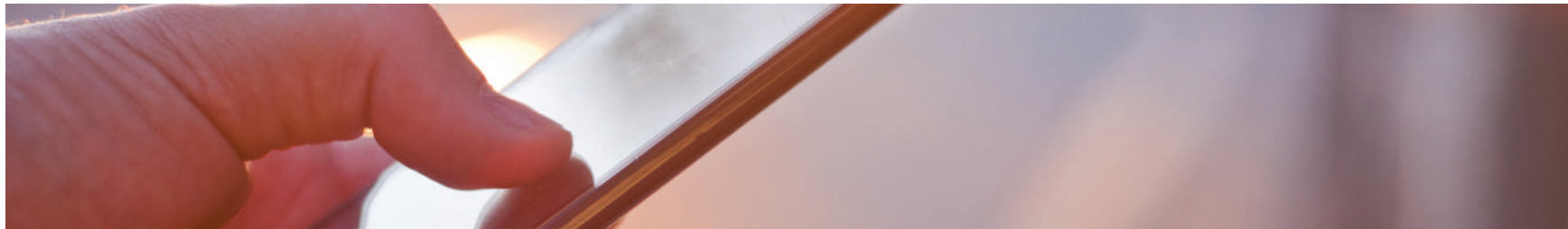
You can:

- find out more at www.Ombudsman-Services.org
- phone them on 0330 440 1614
- write to them at Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU.

You'll need the information below to complete the online form.

- **Our name:** SCG Together
- **Our website:** www.scgtogether.com
- **Our geographical location:** Ver House, 23-25 High Street, Redbourn, Hertfordshire, AL3 7LE
- **Our email address for ODR based complaints:** scgt.resolutions@scgtogether.com

To see what complaints can be reviewed by the ombudsman [click here](#)





Here to help your business communicate

Please do give us a call – we promise you won't have to wade through automated choices and will be put straight through to one of our lovely Account Managers, who will be delighted to talk to you about your business's requirements.

Alternatively, you can check us out at www.scgtogether.com

0800 470 0007

