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Document Author	Joanna Oliffe
Document Owner	Gareth Thomas

Head Office

8 Waldegrave Road, Teddington, Middlesex,
TW11 8HT
+44 (0)203 13 13 111
Registered as 10ACT Ltd in England & Wales
Registered no: 05617099

Technology Centre

Epsilon House, Southampton Science Park,
Enterprise House, Southampton, SO16 7NS
+44 (0)203 13 13 111

Asia-Pacific Office

9 Raffles Place, #26-01 Republic Plaza,
Singapore 048619
Registered as TrackBack Pte Ltd in Singapore
Registered no: 2015017322

Email

enquiries@trackback.net

Website

www.trackback.net

10 ACT LTD T/A TRACKBACK

Code of Practice on Complaint Handling and Dispute Resolution

10ACT Limited t/a TrackBack is an independent company that delivers communications services to business customers. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Service Desk Team using one of the following

By phone: +44 (0)203 13 13 111

By email: support@TrackBack.net

By letter: Service Desk, TrackBack, 8 Waldegrave Road, Teddington, Middlesex, TW11 8HT

If you telephone, our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, If you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from CISAS or The Ombudsman Services.

CISAS and The Ombudsman Services are independent organisations which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes 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.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

USEFUL ADDRESSES

Communication & Internet Services Adjudication Scheme (CISAS)

address: 70 Fleet Street, London EC4Y 1EU
telephone: +44 (0)20 7520 3814
email: cisas@cedr.com
website: www.cedr.com/consumer/cisas/

The Ombudsman Services

address: Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU
telephone: +44 (0) 330 440 1614
website: <https://www.ombudsman-services.org/>

Ofcom

address: PO Box 1285, Warrington WA1 9GL
telephone: +44 (0) 20 7981 3040 or +44 (0) 300 123 3333
website: www.ofcom.org.uk

Phone-paid Services Authority (PSA)

address: 25th floor, 40 Bank Street, London, E14 5NR
telephone: +44 (0) 300 30 300 200
website: www.psauthority.org.uk

Telephone Preference Service (TPS)

address: DMA House, 70 Margaret Street, London W1W 8SS
telephone: +44 (0) 345 070 0707
email: tps@dma.org.uk
website: www.tpsonline.org.uk

Federation of Communication Services (FCS)

address: Provident House, Burrell Row, Beckenham, Kent BR3 1AT.
Tel: +44 (0)20 7186 5432
email: fcs@fcs.org.uk
Website: www.fcs.org.uk



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