

Code of Practice: Complaints

Complaint handling and dispute resolution

NTE Limited 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 and we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We are committed to providing you with outstanding customer service and we want to ensure that we continuously listen to our customers, to understand their concerns and respond appropriately. We accept that things can go wrong on occasion, but we see these instances as an opportunity for us to set things right.

How to complain

If you have a complaint or an issue, in the first instance please contact your Account Manager or our Customer Services Team.

By phone: 0345 034 6622

By email: support@nte.works

By letter: Complaints: NTE Limited, 7 Camberwell Way, Moorside Park, Sunderland, SR3 3XN

By telephone

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 questions to confirm that we are speaking to the right person.

By email or writing

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.

Resolving your complaint

We will try to resolve your complaint quickly and efficiently, and always keep you informed. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible.

If you remain unhappy with the progress of your complaint or the resolution being offered, the Customer Services Team will escalate the complaint to a Company Director who will seek to resolve any remaining issues. You can also request that your complaint be escalated to a Company Director at any time. If we cannot resolve the problem, we will write to you to say so.

Alternative dispute resolution process

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 The Ombudsman’s Service.

The Ombudsman Service is there to resolve issues between communication providers and their consumer and small business customers. It is free to use their services, and they are totally independent – so they do not take sides. If you agree with their decision, then NTE will have to act on what they say. You do not have to accept their decision.

Call us today on 0345 034 6622
sales@nte.works
www.nte.works



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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.

Ombudsman Service contact details:

Address: PO Box 730, Warrington, WA4 6WU
Phone: 0330 440 1614
Fax: 0330 440 1615
Text phone: 0330 440 1615
Email: osenquiries@os-communications.org
Website: <https://www.ombudsman-services.org/sectors/communications>

If you have access to the internet you will be able to register your complaint online via the Ombudsman Services' website.

Useful addresses

Ofcom

Address: Ofcom, Riverside House, 2a Southwark Bridge Road, London SE1 9HA.
Tel: 020 7981 3040 or 0300 123 3333
Email: contact@ofcom.org.uk
Website: www.ofcom.org.uk

Ofcom is the regulatory body for the communications industry. Ofcom oversees our service provision within the terms of the Communications Act 2003 that are relevant to us. You can find useful resources on their website www.ofcom.org.uk/phones-telecoms-and-internet.

PhonepayPlus

Address: PhonepayPlus, Clove Building, 4 Maguire Street, London, SE1 2NQ.
Tel: 0800 500 212 or 020 7940 7474
Email: info@phonepayplus.org.uk
Website: www.phonepayplus.org.uk

Telephone Preference Service

Address: Telephone Preference Service, DMA House, 70 Margaret Street, London W1W 8SS
Tel: 0845 070 0707
Website: www.tpsonline.org.uk

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