

# Voiceflex complaints code

At Voiceflex we take any complaint seriously and we will try to rectify anything you are unhappy with as quickly and professionally as possible. In this document we will try to make clear the process of making a complaint how you can expect it to be dealt with and how long typical complaints take to be resolved.

## **How do I make a complaint?**

Voiceflex support staff are trained to deal with customer complaints as soon as they become aware of them and should be the first point of contact for any problems you experience with Voiceflex services. If for any reason you are unhappy with the service Voiceflex are providing you can contact our support teams in the following ways:

### **Phone**

The easiest way to lodge a complaint is on the phone by calling our support desk on 020 3301 6000 and selecting option 1. Our Lines are open Monday to Friday 8am to 6pm. When logging a complaint via the phone our support engineers will try to resolve your problem during the call, if this is not possible they will log a ticket and escalate this as required to the relevant teams.

### **Email**

Email complaints can be raised by sending an email to [support@voiceflex.com](mailto:support@voiceflex.com). Complaints emailed to this inbox will be responded to as soon as possible but always within 5 working days.

### **Post**

Please write to:  
Customer Relations department

Voiceflex  
1160 Elliott Court,  
Herald Avenue,  
Coventry Business Park,  
Coventry,  
England,  
CV5 6UB

We aim to reply to every complaint we receive by post to this address within 7 working days from receipt of the complaint.

## **What details do I need to include in my complaint?**

Please include as much information as you can when raising your complaint as it will help us deal with it as quickly as possible. For example:

- Reason for the complaint
- The account the complaint relates to
- Your full name, address and post code

- Date the problem first happened
- When the problem was reported and how
- Any ticket numbers raised relating to the problem
- Any other relevant correspondence

We aim to resolve all complaints within 20 working days from when you notify us but more complex cases may take longer.

### **How can I take the matter further?**

If you feel that your complaint has not been resolved after speaking to one of our support engineers, you can request that the complaint is escalated, once escalated your case will be reviewed by senior management. You can request escalation by speaking to the support engineer on the ticket raised or by emailing [escalations@voiceflex.com](mailto:escalations@voiceflex.com).

If we have still not managed to resolve your complaint to your satisfaction and we feel it is not possible to help you further or more than 40 days have passed, you can request or we may issue you with a “deadlock letter”. When you have received this letter from us you may wish to refer your complaint to one of the following two organisations. Office of Communications or Telecommunications Ombudsman. OFCOM will be more suited to helping larger organisations and the Telecommunications Ombudsman for smaller businesses.

Useful addresses and phone numbers:

#### **Office of Communications (Ofcom)**

Riverside House,  
2a Southwark Bridge Road  
London  
SE1 9HA  
Phone: 0845 456 3000  
Fax: 020 7981 3334  
E-mail: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)  
Website: [www.ofcom.gov.uk](http://www.ofcom.gov.uk)

#### **Office of the Telecommunications Ombudsman (Otel)**

Wilderspool Park  
Greenall's Avenue  
Warrington  
WA4 6HL  
Local rate phone number: 0845 050 1614  
Textphone: 18001 0845 051 1513  
Fax: 01925 430059  
E-mail: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)  
Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)