

## If you're not happy with the service we've given you

### How you can complain

We aim to excel in customer service. Even so, things can go wrong. When they do, we want to know so we can put them right as quickly as we can. Here are the ways you can complain to us.

#### By phone

If your complaint is about sales, services or a bill, call us on 01656 33 44 55 between 9am and 5.30pm Monday to Friday.

If your complaint is about a technical fault, call us on 01656 33 44 55. This line is open 9am – 5.30pm Monday to Friday. Our technical advisers will try to solve the problem as soon as possible.

#### By letter

It takes longer to reply by letter but, if you prefer to write, please send your letter to the appropriate address below. Make sure you include the account number and telephone number of the service you're complaining about.

Write to: SCG Wales. Complaints Department.4 Old Field Road, Bocam Park, Bridgend, CF35 5LJ.

We'll normally get back to you by phone but will gladly confirm any particular points in writing if you wish.

### What we'll do and when

Our aim is to solve any problem to your complete satisfaction, and our customer service and technical team will try to do this as quickly as possible, preferably during a phone call or email exchange. If we can't do this, we'll agree with you what we can do.

We aim to respond to a letter within ten working days, an email within five working days and if we can't sort out your complaint when you phone us, we'll call you back within five working days.

We'll aim to sort out your complaint as soon as possible but whatever happens, we'll respond and try to keep you regularly updated if it's going to take a while to check into things.

If an advisor can't sort out your complaint, we'll escalate it. A team leader or manager will then work with you to try and sort out the problem. We settle most complaints by this stage but, if not, we'll explain our final position. In some cases, we might send you a 'deadlock' letter. This means there's nothing more we can do.

You can ask for a manager to review your complaint at any time if our adviser hasn't been able to help and hasn't already offered to refer things to a manager.

## What you can do if you're still not happy

If you're still not happy having followed the process explained above, and we've sent you a 'deadlock' letter or eight weeks have passed since you complained, you can refer your complaint to Ombudsman Services: Communications.

### Ombudsman Services: Communications

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

Ombudsman Services: Communications can't deal with complaints about commercial policy (such as, for example, our prices or broadband availability). Nor can it deal with complaints from businesses with more than ten employees.

If you complain to Ombudsman Services: Communication, you must do so within six months of receiving your 'deadlock' letter. If we haven't sent you a 'deadlock' letter, you must contact Ombudsman Services: Communications within nine months of making your complaint to us.

You can contact Ombudsman Services: Communications at: Ombudsman Services:  
Communications PO Box 730 Warrington. WA4 6WU

Phone: 0330 440 1614, 01925 430049 or 0845 050 1614

Fax: 0330 440 1615 or 01925 430059

Textphone: 0845 051 1513 or 0330 440 1600

Email: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

Website: [www.ombudsman-services.org/communications.html](http://www.ombudsman-services.org/communications.html)