

Class Customer Complaints Procedure

Class provides a comprehensive complaint handling process to solve customer issues as quickly as possible.

How to:

- If you have a complaint or dispute with Class please put your complaint in writing to: Customer Services Department, Class Telecommunications, P O Box 30, Leatherhead, Surrey KT22 8YT, or email to complaints@classtelecom.co.uk.
- Class will then contact you to confirm receipt of your complaint and will arrange a re-contact date to update you on your complaint resolution.
- If your complaint cannot be resolved within 14 days of receipt of your written complaint, escalation to Chief Operations Officer will follow
- Our COO will then take ownership of your complaint and will contact you with an update within 14 days
- **If Class is unable to resolve the issue:** In the rare event Class is unable to resolve your issue to your satisfaction within 8 weeks, we will write to you informing you of the position. This is sometimes called the 'deadlock' letter. When you receive this letter you have the right to refer your case to the Ombudsman. (Otelco). The Ombudsman's contact details can be found at section 11 of the Class Code of Practice and Dispute Resolution document. The Ombudsman will want to ensure that you have followed this process before contacting them. If this is not evident the Ombudsman is likely to refer the matter back to Class for resolution.
- If you receive the deadlock letter as described above, you must decide within 6 months if you wish to refer the issue to the Ombudsman.

Other information/document references

Class Code of Practice & Dispute Resolution
Class Sales & Marketing Code of Practice