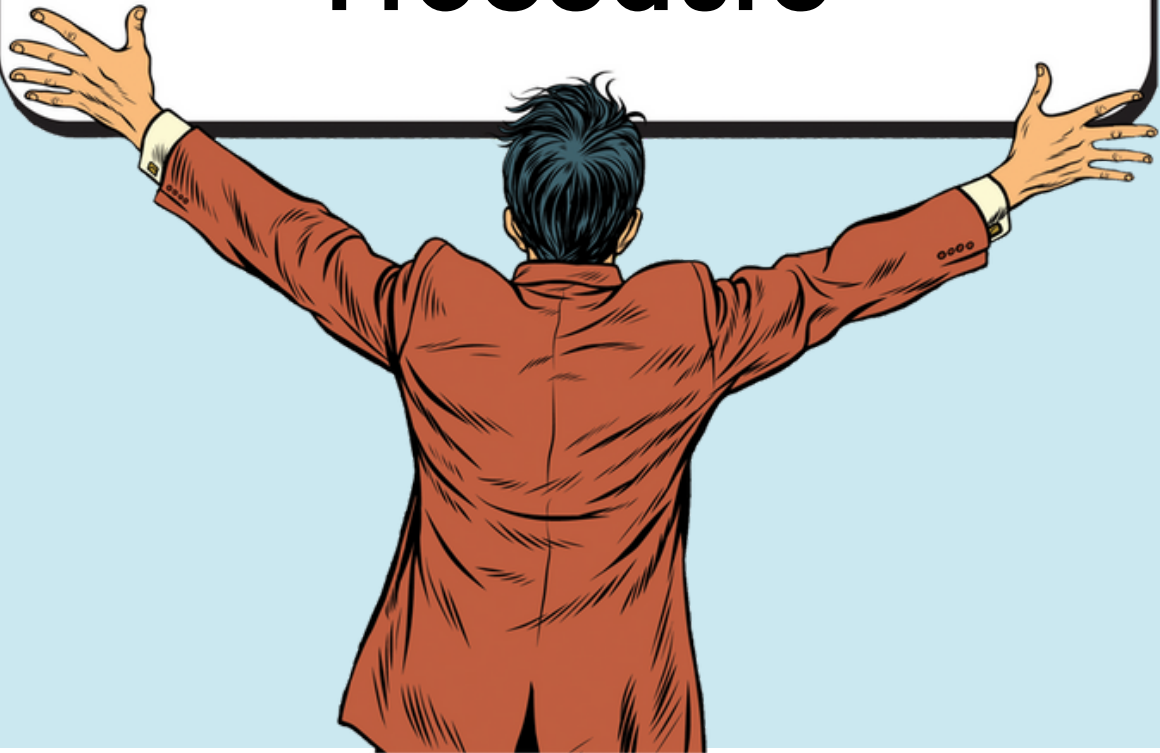




**Blizzard**

# **Blizzard Telecom: Complaints Procedure**





Whilst we will always try to do everything that we can to ensure that our customers are happy, unfortunately, problems arise, which means that sometimes this is not the case. In an effort to ensure that in these instances the issue is resolved quickly and to the satisfaction of the customer, we have put together the following complaints procedure.

## **Step 1**

If you wish to make a complaint about our service, please contact Blizzard Telecom Customer Services in the first instance and we will make all reasonable endeavours to resolve any complaints raised. Complaints can be raised by telephoning 0330 400 4245, emailing [complaints@blizzardgroup.com](mailto:complaints@blizzardgroup.com) or by writing to Complaints, Blizzard Telecom Limited, Parker House, 55 Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 4SJ.

## **Step 2**

If you remain dissatisfied with the resolution offered by customer services, you can request that the complaint is escalated by telephoning 0330 400 4245 and asking for The Supervisor, by emailing [complaints@blizzardgroup.com](mailto:complaints@blizzardgroup.com) or by writing to The Supervisor, Blizzard Telecom Limited, Parker House, 55 Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 4SJ.



## Step 3

Any unresolved complaints will be transferred to The Operations Director Department, who will conduct a detailed investigation of the complaint and provide a formal written statement to the customer within 28 days of the complaint being transferred to them. This process may include speaking to the customer to document the course of events that led to the complaint and requesting any documentary evidence from the customer or third parties, to assist the Customer Resolution Department with their investigations. The Customer Resolution Department can be contacted by telephoning 0330 400 4245 by emailing [complaints@blizzardgroup.com](mailto:complaints@blizzardgroup.com) or by writing to The Operations Director, Blizzard Telecom Limited, Parker House, 55 Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 4SJ.

## Step 4

If you are unhappy with the outcome of the investigation by the Operations Director and you consider we have not been able to resolve your complaint satisfactorily, and 8 weeks has elapsed, or you have received a letter from us saying that we have now exhausted our internal complaints procedure, you may make a complaint to Ombudsman Services: Communications, of which Blizzard Telecom is a member company. Ombudsman Services: Communications is an independent alternative dispute resolution scheme, whose contact details are as follows:



**Blizzard**

**Ombudsman Services: Communications**

**PO Box 730**

**Warrington**

**WA4 6WU**

**Telephone: 0330 440 1614**

**Facsimile: 0330 440 1615**

**Textphone: 0330 440 1600**

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

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

