

## Code of Practice on Complaint Handling & Dispute Resolution

Communications Solutions UK Limited delivers communications services to small business customers. Whilst we do not provide all the services ourselves, we do take responsibility for the services delivered to you. So, we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact your account manager in the first instance. We will try to resolve your complaint quickly and efficiently, and keep you informed at all times.

Otherwise, you can contact us by:

- Completing the on-line form: <https://com-solutions.co.uk/complaints-form/>
- Phone: Monday to Friday (except bank holidays), 9am to 5.30pm on 0118 920 9420
- Writing to us at: 5 Woodside Business Park, Whitley Wood Lane, Reading, RG2 8LW

During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

If you make your complaint on-line 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.

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 are dissatisfied with the progress in resolving your complaint, you can ask the person to whom you are speaking, to escalate the matter to their manager or the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 6 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 CEDR Services under the CISAS scheme.

Website: [Submit a Complaint About a Telecommunications Provider - CEDR](#)

CEDR Services is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

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.

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