

# Legend Telecom Complaints Procedure

Our mission is to be the best ISP in the UK, If something goes wrong, we want to fix it as fast as possible. When things may not have gone according to plan, you may want to complain. This guide sets out details on how to complain and what steps we will take to resolve your issue.

## Step 1

In the first instance, we would ask that you contact our helpdesk and give us details of your complaint. Please make sure the advisor is aware this is a complaint. We will need your name, address and account username or billing reference. Our helpdesk can be accessed by phoning 01274 288 222 or emailing [support@legendtelecom.co.uk](mailto:support@legendtelecom.co.uk) during office hours.

## Step 2

If we are unable to resolve your complaint to your satisfaction in Step 1, you can escalate it to the relevant department's manager. If your complaint is made by telephone, you will receive a call back within 2 working days. If your complaint is made by email we will aim to respond to you within 1 working day. We will investigate your complaint further and provide updates at a frequency agreed with you until it is resolved.

## Step 3

If your complaint remains unresolved or you are unhappy with our response, we will give you the relevant details to enable a complaint to be made to our managing director, who will respond within 5 working days.

## Independent External Review (IER)

If you are unhappy with our response after Step 3, or your complaint remains unresolved. Your complaint will be referred initially for an Independent External Review (IER).

The IER provider for Legend Telecom is UKWISPA.

An IER email will be sent by us to the complainant in the following circumstances;

- a) we have told the complainant of the outcome of its investigation into the complaint;
- b) The complainant has told us that they consider the proposed outcome does not resolve the complaint to their satisfaction; and
- c) we do not intend to take additional steps to resolve the complaint to the complainant's satisfaction that would produce a different outcome.

UKWISPA response time is up to 2-weeks from receiving the case file and the outcome will be communicated both to the complainant and us.

### Alternative Dispute Resolution (ADR) process

If at any time you are not satisfied with the progress of your complaint, you can ask us to agree to an early referral to our Alternative Dispute Resolution (ADR) process and we will issue you with a “deadlock” letter. This will allow you to apply to Ombudsman Services: Communications, an Ofcom approved independent arbitrator that will assess your case and make a judgement so that the issue can be resolved.

The ADR for Legend Telecom is Ombudsman Services: Communications

Please note that we may decline to provide a deadlock letter if we believe that we will shortly resolve your complaint and are taking active steps to do so.

If your complaint is not settled within 8 weeks, you can take the complaint to Ombudsman Services without the need for a deadlock letter. You will need to contact Ombudsman Services directly as we are unable to start this process for you. Their address is as follows:

Ombudsman Services: Communications

PO Box 730

Warrington,

WA4 6WU

### Closing Complaints

We will not close a complaint unless;

- a) The complaint has been resolved in accordance with the circumstances set out below;
  - I. the Complainant has expressly agreed that the complaint has been resolved to the complainant’s satisfaction;
  - II. it is reasonable for us to conclude that the Complaint has been resolved to the Complainant’s satisfaction because;
  - III. we have informed the Complainant of the outcome of our investigation and complied with our obligations as set out in this document; and
  - IV. the Complainant has not come back to us within 28-days to say they consider the Complaint remains unresolved
- b) An ADR letter has been issued by us to the Complainant
- c) It is reasonable for us to consider the Complaint to be frivolous or vexatious.