

M12 Solutions Complaints Code

If you require our complaints procedure in a larger or more accessible format, please contact us on 0345 408 12 12 or info@m12solutions.co.uk to request this.

Definitions

The following definitions used in this Code shall have the meanings given to them below: -

M 12 Solutions Limited ('M12', 'M12 Solutions', 'us', 'we', 'our') is a provider of various Internet services, registered in England and Wales (Company no:03401975 and VAT no: 873856866). Our registered office and principle place of business is at 3 The Belfry, Solent Business Park, Whiteley, Hampshire, PO15 7FJ, UK.

'ADR' means Alternative Dispute Resolution, our ADR provider is the Ombudsman Service <https://www.ombudsman-services.org>. ADR services are only available to consumers and small business (those with 10 (ten) or fewer full-time employees).

'Customer', 'Subscriber', 'You' or 'Your' means the person, body or corporate contracting M12 Solutions to supply the Service(s).

'Complaint' means an official worded (E-mail or written) letter of dissatisfaction with the Service being provided to the Customer.

'Service' or 'Services' means the supply, connection and provision of the M12 Internet connection. The Internet connection method may include access by radio (wireless), fibre optic or copper.

'SLA' means Service Level Agreement.

'Our website' means the M12 Solutions website available at www.m12solutions.co.uk, and the various subdomains of [subdomain].m12solutions.co.uk.

1. Introduction

1.1. This is our Customer Complaints Code and it was last updated in November 2016.

1.2. At M12 Solutions, we take complaints extremely seriously. We will try to fix anything you are dissatisfied with as quickly as possible. Your complaints give us a chance to make things right and ensure that problems don't repeat.

2. How to make a complaint

2.1. By Phone:

2.1.1. This is the fastest way to make a complaint with us and we can often resolve things the fastest and sometimes on the first call.

2.1.2. For all complaints with the services we provide, please dial 0345 408 1212
Our lines are open Monday – Friday 09:00 – 17:30 excluding public holidays.

2.1.3. If you'd prefer a call-back, just let us know when you first call, and we'll call you back.

2.1.4. Calls to 0345 numbers are charged at a standard geographic call rate, and often included in your price plan at no extra charge. Please check with your provider for rates.

2.2. By E-mail:

2.2.1. Customers may E-mail us to lodge a Complaint.

2.2.2. Customers should E-mail their complaint to info@m12solutions.co.uk.

2.2.3. Please include the following information within your E-mail:

2.2.3.1. Your full name

2.2.3.2. The date the problems first started happening

- 2.2.3.3. The names of any M12 Solutions service advisors or managers that you have previously dealt with
- 2.2.3.4. A description of your complaint
- 2.2.3.5. And at least two of the following:
 - 2.2.3.5.1. Your M12 Solutions account number
 - 2.2.3.5.2. The date and full value of the last invoice you received
 - 2.2.3.5.3. Your installation or invoice post code
- 2.2.4. Customers should receive an automatic acknowledgement that their E-mail has been received. If you do not receive this, please call us on 0345 408 1212, or alternatively post your complaint as per 2.3.
- 2.3. By Post:
 - 2.3.1. Customer may send us a complaint by post.
 - 2.3.2. We recommend customer use recorded or tracked postage to ensure proof of delivery.
 - 2.3.3. **Customer Services Department**
 - M12 Solutions**
 - 3 The Belfry**
 - Solent Business Park**
 - Fareham**
 - Hampshire PO15 7FJ**
 - 2.3.4. Please ensure you include information as described in 2.2.3.
- 2.4. Complaints will be start to be handled within 2 working days of them being received and a representative will contact you to advice you of this.
- 2.5. If you do not receive a human acknowledgement within 2 working days of us receiving your complaint, please contact us by calling our main number to verify we have received your complaint.

3. How we will investigate your Complaint

- 3.1. If you contact us by
 - 3.1.1. Phone, we'll first try to find out more about your complaint, whilst reviewing details on our system about you and the service provided to you. We will try our best to resolve your complaint with the customer service advisor assisting you. Depending on the circumstances of the complaint, our customer service advisor may need to transfer you to another department or a manager. If we believe we cannot resolve your complaint on the call, we'll let you know this and why, explain how long we anticipate it will take to resolve your complaint and explain how we'll keep you updated.
 - 3.1.2. E-mail, we will review your complaint in full whilst reviewing details on our system about you and the service provided to you. We will ensure the E-mail is routed through to the correct department for investigations. We will normally respond by phone to your Complaint, however sometimes, or where we are unable to reach you by phone, we will reply to your E-mail.
- 3.2. We will treat your Complaint as priority and do everything we can to resolve your Complaint as fast as possible.
- 3.3. We aim to resolve Complaints within 10 (ten) working days, however sometimes this may not always be possible depending on the nature of your Complaint. We will keep you informed if this is the case.

4. If you are still not satisfied

- 4.1. If you are not satisfied after our original response to your complaint, you may ask for this to be escalated to a manager.
- 4.2. If the escalation to the manager is not satisfactory, then you may write to the Managing Director where he will personally oversee your Complaint. Please make sure you have lodged the Complaint with our customer service advisors or managers before contacting the Managing Director (MD).

Andrew Skipsey
M12 Solutions
3 The Belfry
Solent Business Park
Fareham
Hampshire PO15 7FJ

- 4.3. The MD will respond to every Complaint received within 5 working days once received.
- 4.4. If you are still not satisfied after speaking with the Managing Director, then you may take your Complaint to the telecommunications ombudsman, **Ombudsman Services**.
- 4.5. Before lodging a complaint with the Ombudsman Service, you must have first made a complaint directly to us. Only if you have not received a satisfactory resolution to your complaint within 8 (eight) weeks of lodging it and us accepting receipt of this, then you may lodge a complaint with the Ombudsman Service. The Ombudsman Service offers your completely independent dispute resolution to us. You may also lodge a complaint with the Ombudsman Service if you receive a Deadlock Letter from us. You can utilise the ADR service at no cost to you.

4.5.1.

<https://www.ombudsman-services.org/communications.html>

Phone: 0330 440 1614
Fax: 0330 440 1615
Textphone: 0330 440 1600

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

- 4.6. If a complaint is still open and outstanding 8 (eight) weeks after first being acknowledged, then we shall make you aware of your rights to go to ADR, unless:
 - 4.6.1. Your complaint is actually resolved; or,
 - 4.6.2. We believe your complaint to be vexatious; or,
 - 4.6.3. The complaint is outside of the jurisdiction of the ADR scheme

5. Deadlock Letter

- 5.1. We will promptly issue you a Deadlock Letter when requested by you, unless:
 - 5.1.1. We have genuine and reasonable grounds for considering that your complaint will be resolved within a timely manner and we take active steps to doing so; or,
 - 5.1.2. We believe your complaint to be vexatious; or,
 - 5.1.3. The complaint is outside of the jurisdiction of the ADR scheme

6. Records

6.1. Electronic and paper records of complaints will be retained for at least 6 (six) months.

7. Terms and Conditions for Service

7.1. Complaints will be assessed against our terms and conditions & fair and acceptable usage policy.

7.2. The latest terms that apply to customers are available on our website at <https://www.m12solutions.co.uk>

7.3. If you are unable to download the latest terms and conditions, we shall make available to customers a hard copy which will be posted upon request at our expense.