

Voiceflex complaints code

We are committed to providing excellent customer service. If you are dissatisfied with any aspect of our service, we would encourage you to follow the escalation process outlined in our **Customer Service Plan**. If, after following this escalation process, you believe your issue remains unresolved and you would like to file a complaint, you may do so through the following methods:

Phone

The simplest method to file a complaint is by calling our support desk at 020 3301 6000 and choosing option 1.

Our lines are available Monday through Friday from 9am to 5:30pm.

Email

Email complaints can be raised by sending an email to customerservices@voiceflex.com. Complaints emailed to this inbox will be responded to as soon as possible but always within 5 working days.

Post

Please write to:

Voiceflex Limited
PO Box 18871
Solihull
B91 9DH

What details do I need to include in my complaint?

Please include as much information as you can when raising your complaint as it will help us deal with it as quickly as possible. For example:

- Reason for the complaint
- The account the complaint relates to
- Your full name, address and post code
- Date the problem first happened
- When the problem was reported and how
- Any ticket numbers raised relating to the problem
- Any other relevant correspondence

We aim to resolve all complaints within 20 working days from when you notify us but more complex cases may take longer.

How can I take the matter further?

If after following our escalation process and sending your complaint, we have still not managed to resolve the issue to your satisfaction and we feel it is not possible to help you further or more than 40 days have passed, you can request or we may issue you with a “deadlock letter”. When you have received this letter from us you may wish to refer your complaint to one of the following two organisations. Office of Communications or Telecommunications Ombudsman. OFCOM will be more suited to helping larger organisations and the Telecommunications Ombudsman for smaller businesses.

Useful addresses and phone numbers:

Office of Communications (Ofcom)

Riverside House,
2a Southwark Bridge Road
London
SE1 9HA
Phone: 0845 456 3000
Fax: 020 7981 3334
E-mail: contact@ofcom.org.uk
Website: www.ofcom.gov.uk

Office of the Telecommunications Ombudsman (Otel)

Wilderspool Park
Greenall's Avenue
Warrington
WA4 6HL
Local rate phone number: 0845 050 1614
Textphone: 18001 0845 051 1513
Fax: 01925 430059
E-mail: osenquiries@os-communications.org
Website: www.ombudsman-services.org