



Spitfire Code of Practice on Complaint Handling and Dispute Resolution

Spitfire Network Services Ltd is an independent company that delivers communications services to business customers. While we may not provide all the component parts of our 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.

Raising a Complaint

If you have a complaint about any part of our service please contact Spitfire Support using one of the following.

By email: support@spitfire.co.uk

By letter: Customer Services Manager, Spitfire Network Services Ltd, The Printworks, 139 Clapham Road, London, SW9 0HP

Confirmation of Receipt

Receipt of a case reference will indicate to you that a Special Investigation has been logged and will be dealt with in accordance with this Code of Practice. The case reference will normally be confirmed via email and will include instructions on how you may track the Special Investigation case online. Spitfire aims to raise a new complaint within 30 minutes (Monday to Friday between 08:00-19:30, excluding public holidays).

Initial Response

A Special Investigations Officer will be assigned and he or she will aim to make contact with you over the phone within 2 working days to ensure the complaint is fully understood. If possible the complaint will be addressed over the phone.

Investigation and Resolution

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible, and in some cases this may take up to 8 weeks.

Escalation

If you are not happy with progress in resolving your complaint you can ask the person to whom you are dealing with to escalate the matter to their Manager, and ultimately to a Joint Managing Director. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 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 Ombudsman Services.

Ombudsman 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.

Early Referral to ADR

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.

Useful addresses

Spitfire Network Services Ltd

The Printworks, 139 Clapham Road, London, SW9 0HP
Tel: 020 7501 3030
Email: support@spitfire.co.uk
Website: www.spitfire.co.uk

Ombudsman Services - Communications

3300 Daresbury Park, Halton, Cheshire, WA4 4HS.
Tel: 0330 440 1614
Email: enquiry@ombudsman-services.org
Website: www.ombudsman-services.org

Ofcom

Riverside House, 2a Southwark Bridge Road, London SE1 9HA.
Tel: 020 7981 3040 or 0300 123 3333
Email: contact@ofcom.org.uk
Website: www.ofcom.org.uk

Phone-paid Services Authority

40 Bank Street London, E14 5NR.
Tel: 0800 500 212 or 020 7940 7474
Email: info@psauthority.org.uk
Website: www.psauthority.org.uk

Telephone Preference Service

DMA House, 70 Margaret Street, London W1W 8SS
Tel: 0845 070 0707
Website: www.tpsonline.org.uk

Federation of Communication Services (FCS)

Burnhill Business Centre, Provident House, Burrell
Row, Beckenham, Kent BR3 1AT.
Tel: 020 8249 6363
Email: fcs@fcs.org.uk
Website: www.fcs.org.uk

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