

Code of Practice on Complaint Handling and Dispute Resolution

This only applies to domestic customers and small businesses with less than 10 employees as defined by Ofcom. If you are a business customer with more than 10 employees, or not defined as a small business by Ofcom, then your rights and obligations are defined in your contract and by our standard terms of business available here, and this code of practice may not apply.

Nuvola Telecom is an independent company that delivers unified 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 our own or third party services provided through us are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, the products and services they receive from us. However, despite our best efforts, things can occasionally 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 initially contact our Support Team using one of the following

By Phone : 0333 034 2290

By email: complaints@nuvola-telecom.co.uk

By letter: Nuvola Telecom, 124 City Road, London, EC1V 2NX

If you telephone, our support staff will ask you about your complaint and seek to resolve the problem while you are on the line. 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 security questions to confirm that we are speaking to the right person.

If you make your complaint by email 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.

Our support team will raise a 'ticket' for your complaint which will provide a reference number to enable the progress of the complaint to be tracked.

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.

However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their line manager, and ultimately to the 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 The Communication and Internet Services Adjudication Scheme (CISAS): 70 Fleet Street, London EC4Y 1EU

Tel: 0845 1308 170 or 0207 520 3827

email: info@cisas.org.uk

Website: www.cisas.org.uk

CISAS 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.