



## **KC Complaints Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers**

- 1. Who we are**
- 2. What this Code is about**
- 3. Our approach to complaints**
- 4. How you can complain**
- 5. What is a complaint?**
- 6. Who replies to your complaint?**
- 7. How are complaints handled?**
- 8. The Adjudication Scheme**
- 9. Help for disabled customers**
- 10. Standards of service and compensation**
- 11. Our contact details**
- 12. Useful contacts**



## **1. Who we are**

KC has provided phone service since 1904 in the Hull and East Yorkshire area. We provide a range of services for both residential and business customers including different Talk plans, telephone equipment, network based features, voice and data services. This includes internet, mobile and hosting services. We have a dedicated network in East Yorkshire and parts of Lincolnshire, and indirect connections elsewhere.

## **2. What this Code is about**

In providing services to customers we have to comply with various regulations. The communications regulator Ofcom requires us to have in place a Code of Practice which provides customers with details of how you can make a complaint, our process for dealing with complaints and where you can obtain help if you are not happy with our response to your complaint.

The Code applies to complaints from residential and small business customers. Small business customers are defined as those with less than 10 employees. We think a "business service" is one used at a place where some sort of commercial activity takes place. This may not always involve money changing hands and it does not mean you have to make a profit. For instance, a charity or club may well be a "business". A useful guide, though not the only one, is whether the tax authorities would treat the activity as taxable. If it looks as if there is business use of the service, we will charge you business tariffs.

## **3. Our approach to complaints**

We want to make sure that you are happy with the services we provide but sometimes we know things can go wrong. The purpose of this Code is to provide you with information about what to do and who to contact if you are having problems and how we will go about resolving any issues you might have. We continuously make improvements to our services as a result of valuable feedback from our customers. If something has not met your expectations, we want to know straight away.

We aim to provide you with a simple and effective way to complain and clear information about how we will deal with your complaint. If you complain about something that is our fault we will explain what's gone wrong, apologise and try to put things right quickly. In some cases we will also consider compensation.

This Code applies to any of the services provided to you by KC but does not include services provided to you by other network operators or service providers.

## **4. How you can complain**

There are a number of ways in which you can contact us to complain.

### **Phoning Us**

If you're not happy with any of our services please let us know by calling Customer Services. We want to know about your problems so that we can stop them happening. The numbers for Customer Services and the times they are available to take your call can be found at the end of this document.



## **Writing to us**

It's often easier for us to find out what's happened and put things right if we have a brief explanation of what has concerned you. If you'd prefer to write our address is:

Customer Services  
Kingston Communications  
37 Carr Lane  
Hull  
HU1 3RE

Complaints can also be faxed to us and the numbers to use can be found at the end of this document.

## **Emailing us**

Alternatively if you are a residential customer you can email us with details of your complaint at [custrel@kcom.com](mailto:custrel@kcom.com). Business customers can email us at [businesscare@kcom.com](mailto:businesscare@kcom.com). If you complain by email please remember to give us full details of your name, address and phone number so that we can investigate your complaint fully.

## **5. What is a complaint?**

A complaint is when you tell us that you are dissatisfied with the way we've done things (or not done something) and you want to let us know so that we can respond to you or take action to address your concerns. Your complaint may relate to either the services we provide to you or the process we use for handling complaints.

## **6. Who replies to your complaint?**

We want to resolve the complaint you have with us. Any of our staff who normally deal with customers should respond to your complaint efficiently and with courtesy. They may not be able to answer you immediately but will give an estimate of how long the investigation is likely to take. We will contact you to tell you what we have found and how we propose to resolve the issue.

## **7. How are complaints handled?**

Day to day responsibility for ensuring that your complaint is handled promptly and effectively lies with Customer Services. You will need to explain what your complaint is about and our operators will try to resolve it there and then or will explain what further action we may need to take to consider your complaint and how long that will take.

We will try to deal with your complaint promptly and sympathetically. We aim to resolve all complaints within 28 days although it is usually much faster than that.

If you are unhappy with how your complaint is being managed or we feel that our usual complaints process is not able to deal with your complaint satisfactorily then your complaint will be passed to the Customer Relations Team to coordinate. The target time to investigate and respond is a further 28 calendar days from referral to the Customer Relations Team. Your case will be fully reviewed by people who have not previously been involved so that you (and we) can be sure of a fresh approach to your issue.



Independent help or advice may be available locally from the Trading Standards Department or Citizens Advice Bureau (please see the “Useful numbers” section in this Code). Please talk to us first, though, as we can often settle these issues during a phone call.

Ultimately if you are you are dissatisfied with the outcome of your complaint then you may choose to take your complaint to Alternative Dispute Resolution (see below).

## **8. The Adjudication Scheme**

We recognise that some complaints cannot be settled without the help of an outside, independent authority. You can take the case to a court where you are likely to have to appear in person and present your case. Alternatively you may wish to consider using the Ombudsman scheme for communications (Ombudsman Services: Communications, “OSC”) that has been especially created for use in the communications industry. .

A complaint may be taken to OSC if we have formally informed you that the complaint that you asked us to resolve is in deadlock, or if the complaint you made to us has not been resolved within 8 weeks. Alternatively you can request that we issue a deadlock letter to allow you to refer the matter to OSC if you feel we are not going to be able to resolve your complaint.

OSC’s job is to investigate complaints fairly, listen to both sides of the story and look at the facts. The decision is binding on us but you can reject it and take the dispute to court.

To find out how the service works and what it covers, please refer to the OSC website or call them on 0330 440 1614. The scheme is meant as a straightforward alternative to legal action and is free for customers to access and use.

You can contact OSC as follows:

OSC website: [www.os-communications.org](http://www.os-communications.org)  
Postal address: Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU  
Email address: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)  
Phone number: 0330 440 1614 or 01925 430049  
Text phone number: 0330 440 1600 or 01925 430 886  
Fax number: 0330 440 1615 or 01925 430059

## **9. Help for disabled customers**

We want to make sure that we do not discriminate against our disabled customers. We have special arrangements for customers who are disabled and if you feel that additional assistance is needed in making a complaint to us or in dealing with your complaint then please let us know. If you feel uneasy about this, then please contact the various groups, such as the Hull Council for Disabled People, who know about the help available (their address is near the end of this Code). If you would like to involve them in your complaint, we would welcome that.



## 10. Standards of service and compensation

Sometimes things can go wrong and, if it's our fault, we will pay compensation. Full details are available by calling Customer Services.

Different maximum amounts of compensation are payable depending on whether you are a business or residential customer and the service on which the fault has occurred. Compensation is payable if:

- we do not install your phone service by the published target times or the date we have agreed with you;
- we fail to keep an arranged appointment for maintenance or repair work; or
- the phone service is cut off because of faults on our network and we do not restore service within our published target times.

Claims for other forms of compensation are covered by the terms and conditions of our contract with you.

## 11. Our contact details

If you have a complaint, the first point of contact is:

### Residential

Postal address: KC, 37 Carr Lane, Hull, HU1 3RE

Email address: [info@kcom.com](mailto:info@kcom.com) or [customerservices@karoo.co.uk](mailto:customerservices@karoo.co.uk) (internet only)

Phone number: 01482 602555 or 01482 602444 (internet only)

Text phone number: 01482 320101

Fax number: 01482 223366

### Business

Postal address: KC, 37 Carr Lane, Hull, HU1 3RE

Email address: [businesscare@kcom.com](mailto:businesscare@kcom.com)

Phone number: 0800 915 5777

Fax number: 01482 588573

## 12. Useful contacts

Sometimes you might decide that you want or need some help with any issues you may have with us. The following provides details for those organisations who you might wish to contact:



**Office of Communications**

[www.ofcom.org.uk](http://www.ofcom.org.uk)

Ofcom Contact Centre  
Riverside House  
2A Southwark Bridge Road  
London  
SE1 9HA  
Tel: 020 7981 3040  
[contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

**Trading Standards Advice**

Kingston Upon Hull City Council  
Trading Standards Advice Centre  
Unit 2 Bond Street  
Hull  
HU1 3EN  
Tel: 01482 300300

**East Riding of Yorkshire Council**

Consumer Protection  
County Hall  
Beverley  
HU17 9BA  
Tel: 01482 887700

**Hull Council of Disabled People**

35 Ferensway  
Hull  
HU2 8NA  
Tel: 01482 326140

**Citizens Advice Bureau**

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
2 Charlotte Street Mews  
Hull  
HU1 3BQ  
Tel: 01482 224608