



## Complaints Code of Practice

### 1 Overview

8x8 UK Ltd is a provider of hosted telephony for small and medium business customers in the UK. Our aim is to provide best in class telephony services to all our customers at all times.

We recognise that things can go wrong and we have a complaints process in place to ensure we handle such situations appropriately and in a timely manner.

This code sets out how you can make a complaint to us, what to expect from us if you do and what you can do if the complaint is not handled to your satisfaction.

Please contact us if you require this information to be sent to you in large format or Braille.

### 2 How to make a complaint

Our Customer Services Department is there to handle all day-to-day service changes, fault repairs and billing queries. If you have an issue that fall outside of this, or if you have already contacted them and you do not feel you have received an appropriate level of support, you may make a complaint by any of the following means:

In writing to our head office (see contact details below)

By calling our main line number 02070966000 and stating that you wish to make a complaint.

By raising a Complaint Support Case at <https://support.8x8.com>

It will help us to investigate your complaint if you set out clearly the nature of the complaint and any relevant history, including case references where appropriate.

### 3 What to expect

Our policy is to provide an initial response to complaints from the appropriate manager within one working day of receipt. Thereafter the manager involved will be in contact on a regular basis as agreed with you.

We aim to resolve all complaints to the satisfaction of our customers within two weeks.

### 4 How to escalate a complaint

If you feel your complaint is not being handled to your satisfaction you can escalate the complaint to a senior manager. The methods for doing this are as for the initial complaint: in writing, by phone or via the Support Case stating that you wish your complaint to be escalated to senior management level.

## **5 Alternative Dispute Resolution Scheme**

In some cases an impartial third party may be required to resolve a dispute. Voicenet Solutions is a member of the Ombudsman Services Scheme (OS). OS is an independent dispute resolution service who can assist in resolving a dispute between a member company and individual customers and business customers with ten employees or less. They will consider both sides of the complaint and arrive at a decision. As an OS member we are bound by that decision, however you are always entitled to reject it and pursue other avenues.

In order to refer a complaint to OS, please use the Ombudsman Services Website .

## **6 Contact Details**

Our head office

8x8 UK Ltd

Oxford House

Bell Business Park

Aylesbury

Bucks

HP19 8JR

0207 096 6000

<https://support.8x8.com/>

Our support team

0207 096 6060

Our Alternative Dispute Resolution Scheme

The Ombudsman Service Ltd

The Brew House

Wilderspool Park

Greenall's Avenue

Warrington

WA4 6HL

[www.ombudsman-services.org](http://www.ombudsman-services.org)

UK Telecoms Regulator

Office of Communications (Ofcom)

Riverside House

2a Southwark Bridge Road

London

SE1 9HA

0300 123 3333

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

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