**Complaints Procedure**

If you have a complaint you can contact us by:

Telephone: 01752 673211

Email: [microwants@btconnect.com](mailto:microwants@btconnect.com)

Post: Wallabrook

91 New George Street

Plymouth

PL1 1RQ

**What we will then do**

We will acknowledge and record your complaint and try to resolve it by the end of the next working day. Some complaints may take longer to resolve and, if that is the case with yours, we will then write to you.

* To let you know we're investigating your complaint and when you may expect to hear from us
* To give you a complaint reference number and a contact number should you need to contact us

**Our Final Response**

Although regulations allow us 8 weeks to resolve customer complaints, we're committed to resolving them as soon as possible. We will keep you informed of

our progress. Once we've thoroughly looked into your complaint, we will send you our Final Response. This will tell you what we found out, our

decision and, if applicable, what we plan to do.

**Independent review**

If you are unhappy with our decision and wish to take it further, you may ask the Financial Ombudsman Service (FOS) to review your complaint. This is a free, independent service for resolving disputes.

You may refer your complaint to the FOS at any time, but they will need our agreement to investigate complaints where:

* We have not had the opportunity to put things right
* We have not exceeded the 56‐day timescale and have not yet issued our Final Response letter.

If you decide to refer your complaint to the FOS after we have issued our Final Response, you should do so within 6 months of the date on our Final Response letter.

Financial Ombudsman Service

Exchange Tower

London, E14 9SR

www.financial‐ombudsman.org.uk

email: [complaint.info@financial‐ombudsman.org.uk](mailto:complaint.info@financial‐ombudsman.org.uk)

Website: [www.financial‐ombudsman.org.uk](http://www.financial‐ombudsman.org.uk)

Telephone: 0800 023 4567

Our processes comply with the Alternative Dispute Resolution Directive.