

TTG UK LTD Code of Practice for Complaint Handling

- ***Introduction:***

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. When they do, we want to know so that we can put them right as soon as possible.

This code of practice explains how to contact us and our procedures for resolving complaints about sales, billing, fault repair or services. The code forms part of our Consumer Code of Practice, which is available on request from our Customer Service Help desk on 01422 410520 (option 2) and from our website www.ttg.uk.com

- ***If you have a complaint:***

Please telephone our Customer Service Team on 01422 410520. Our advisers will ask you about your complaint and seek to resolve the problem while you are on the line. If this is not possible, we will agree a course of action with you. We endeavour to resolve verbal complaints within 48 hours, if the matter cannot be resolved within this time scale it will escalate to our customer Service Manager for review.

During any discussions we will protect the privacy of the information that we hold on you. We may have to ask you questions to confirm that we are speaking to the right person. We will only discuss your complaint with you or a dedicated person under certain circumstances which may be related to disability, illness or any other reason agreed. We would in these circumstances require details and written notification from you.

If it cannot be resolved at this level you will be advised to put the complaint in writing giving us full details of your complaint and marked as formal complaint.

Address to:

TTG UK Ltd
Shaw Lodge House
Simmonds Lane
Halifax
HX3 9ET

Or via an e-mail enquiry to info@ttg.uk.com

Your complaint will be logged within our complaint procedure and a written confirmation of your complaint will be posted to you within 2 working days with a unique complaints number. We endeavour to reply to your complaint within 7 working days; in certain circumstances we need further time to investigate we will advise of this in writing. We aim to fully investigate your complaint promptly and to send you a full written response within seven working days of the date of the initial letter of acknowledgement. If you are not happy with our response or do not accept our findings you will need to confirm this in writing with the reasons why you are not satisfied with our response within 14 days from the date of our response. If we do

not receive a response within this time scale we will conclude you have accepted our findings and close the complaint. You may receive a call from our customer service department to clarify you have been satisfied with our complaints procedure.

- ***Taking your complaint further:***

If your complaint is not resolved to your satisfaction after this procedure, you can take it further within our company, and ultimately to the Chief Executives.

If we cannot resolve the problem, then we will write to you to say so. If you remain unhappy and wish to pursue your complaint further you are entitled to contact our appointed alternative dispute resolution service below to discuss and register your complaint. You may wish to refer to Ofcom as we are ultimately regulated by the Office of Communications. If you wish to contact them for advice their details are listed under useful contact details.

- **Useful contact information:**

- ✧ TTG UK Ltd
Customer service department
Telephone: 01422 410520 (option 2)

- ✧ *Ombudsman Services Communications*
PO Box 730
Warrington
WA4 6WU
Telephone: 0330 440 1614

- ✧ Ofcom
Riverside House
2A Southwark Bridge Road
London
SE1 9HA
Telephone: 0300 123 3333

If you require this code of practice in Braille please contact our customer service department.