

## **STL CUSTOMER COMPLAINTS POLICY**

### **Our commitment to customers.**

#### **We aim to ensure that:**

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service.

#### **How to make a complaint:**

If you wish to make a complaint, you can do so to our Complaints Officer in any of the following ways:

By email: [customersupport@stlcomms.com](mailto:customersupport@stlcomms.com)

In writing, marked for the attention of The Complaints Officer at:

STL Communications  
Park House  
Station Lane  
Witney  
OX28 4LH

Your complaint will be “ticketed”, and a reference number will be issued, after which your complaint will be fully investigated and a response issued.

#### **Response times:**

We will acknowledge receipt of your complaint within 2 working days. We will issue a full response within 10 working days. If there is a delay in responding to you, we will keep you informed of our progress.

If you are unhappy with the response you receive, you can contact the Managing Director: Paul Ballinger

If you remain unhappy with our response, your complaint can be progressed through our Alternate Dispute Resolution Scheme. The Arbitrator will not normally investigate a complaint unless the stated internal complaints procedure has been fully exhausted.