

SAQ's goal is to provide a good quality service for a fair price. Our success in achieving this goal is reflected in our customer loyalty. However, we recognise that from time to time, some of our customers experience problems. Ofcom (The Office of Communications), the industry's regulator, has told companies who provide phone services (phone companies) to produce a number of different codes of practice. This code of practice has been approved by Ofcom as SAQ's code of practice for phone services to residential and business customers.

This code of practice may also be downloaded, please [CLICK HERE](#)

### **Step 1**

When such a problem arises, we ask that you contact customer services on 0870 737 7707. An adviser will take all relevant information regarding the complaint and will investigate thoroughly and, where possible, resolve the issue directly.

### **Step 2**

In most cases, no further action will be necessary. However, if the adviser is unable to resolve the issue to your complete satisfaction, your complaint will be escalated to the department's Manager, who will contact you within four hours and undertake further investigation. The Manager will then report back to you within 48 hours.

### **Step 3**

Customers not satisfied with the resolution or explanation provided can make a further written complaint to the Managing Director who will respond in writing within 14 days of receipt.

### **Step 4**

Should the complaint take longer than 2 months to resolve via SAQ's internal complaints procedure or we write to you to tell you that the dispute should be handled by an independent Dispute Resolution Service, you may make a complaint through CISAS (an alternative Disputes Resolution Service).

#### **Contact Details for CISAS are:**

CISAS  
24 Angel Gate  
City Road  
London EC1V 2PT.

Phone: 0207 520 3814  
Fax: 0207 520 3829  
Web : [www.cisas.org.uk](http://www.cisas.org.uk)  
E-mail: [info@cisas.org.uk](mailto:info@cisas.org.uk)