

Complaint and Dispute Resolution (v240726)

At Future Communications UK, we are committed to providing you with outstanding customer service. We continuously listen to our customers, understand their concerns, and respond appropriately. While we strive to avoid issues, we see any instance where things go wrong as an opportunity to set things right and demonstrate our culture of putting the customer at the heart of what we do.

How to Raise a Complaint

In the first instance, please contact our Customer Experience team who will address your query:

- **Call:** 0121 716 3210
- **Email:** hi@futurecoms.uk with the Subject: "Complaint"
- **Write:** Future Communications UK, Office Euphoria, 47a Carter's Green, West Bromwich, B70 9QP

Our representatives will be happy to take the details of your issues and handle your enquiry with the intent of providing a resolution as quickly as possible.

To help us resolve your issue more efficiently, please ensure you have the following information ready when you contact us or include it in your email:

- Your registered business name and address
- The most appropriate contact telephone number and email address listed on your account
- Detailed information about the issue to help us understand it better
- What you feel we can do to fairly resolve the matter

If You Remain Unhappy

If you are not satisfied with the resolution offered, you can request that the matter be escalated to our Customer Escalations Team. They will review the situation and contact you within 10 working days to discuss if anything further can be done to resolve your complaint.

Should a manager be unable to resolve the issue to your satisfaction, the matter will be escalated further to our Operating Directors as a Customer Experience Escalation request. These Directors will undertake a full review of the circumstances resulting in your complaint.

We aim to resolve all complaints received by the Customer Experience Escalations Management Team within 10 working days. If we are unable to provide a suitable resolution at this stage, or if 8 weeks have passed since your initial complaint, we will provide you with a letter or email of 'deadlock' outlining our position.

Alternative Dispute Resolution (ADR)

If you are not satisfied with our final response, you have the right to refer your complaint to an independent ADR entity within six months of our final response. For telecommunications, our ADR entities are:

- **Communications and Internet Services Adjudication Scheme (CISAS)**
 - Tel: 020 7520 3827
 - Website: www.cedr.com/cisas

Ofcom

Ofcom is the regulatory body for the communications industry. Ofcom oversees our service provision within the terms of the Communications Act 2003 that are relevant to us.

Data Protection

We comply with GDPR and Data Protection Act requirements. Your information will be handled confidentially and used solely for resolving your complaint.

Record Keeping

We maintain comprehensive records of all complaints. This helps us identify and address recurring issues, improving our service quality and reducing the likelihood of future complaints.

Staff Training and Empowerment

Our Customer Experience team and relevant staff are trained to handle complaints effectively and empathetically. We emphasise a culture that supports good consumer outcomes, in line with the FCA's Consumer Duty guidelines.

Contact Information

Future Communications UK is a trading name of JMAM Enterprises Ltd, registered in England, company number 12576258, with the registered office at Office Euphoria, 47a Carters Green, West Bromwich, England, B70 9QP. Data protection register – registration number: ZB269569.