

About this code

This Code of Conduct has been written in response to the General Condition of Entitlement (GC) 14.2 and GC 14.4 (Codes of Practice and Dispute Resolution) as set out in sections 52 to 55 of the Communications Act 2003.

The processes described in this document are in constant review to ensure best practice by WM Solutions UK LTD employees, thereby ensuring corporate responsibility, quality assurance and satisfaction amongst our developing customer base.

Complaint Handling Process

The WM Solutions UK Ltd Complaint Handling Process ensures that any complaints are rigorously examined and their validity established. Corrective actions can then be assigned as necessary to prevent similar instances from occurring and to provide a better service to the client.

The complaints procedure applies to any activities that are suggested by a customer to be of an unsatisfactory standard. Any complaint received from a customer concerning the actions taken by W M Solutions shall be entered into our database and will be escalated to our Management Team

The Operations Manager will discuss the complaint with the customer and. Activity on the account may be suspended pending investigation and response to the complaint. The Operations Manager will investigate and implement corrective action as required.

The management of complaints is monitored to ensure that all cases are handled within a suitable time period and that a satisfactory resolution with the client is reached. All actions taken in investigation and resolving customer complaints are recorded on the customer database. All correspondence is stored on file.

In the event that a customer is dissatisfied with the outcome, the complaint will be escalated to the Managing Director who will seek further to resolve any remaining issues. In the event that we are unable to resolve a complaint to our mutual satisfaction we actively refer the complaint to Ombudsman Services.

Alternative Dispute Resolution (ADR) Procedure

If the complainant remains dissatisfied with our response we will encourage the complainant to contact the telecommunications dispute resolution organisation,

Ombudsman Services, for an independent assessment and assistance with obtaining a satisfactory resolution of the matter.

Contact details for Ombudsman Services are as follows.

Ombudsman Services:

The best way to contact us is by phoning us:

- 0330 440 1614 (phone)
- 0330 440 1615 (fax)
- 0330 440 1600 (textphone)

www.ombudsman-services.org