



## **CHESS LIMITED CODE OF PRACTICE On Complaint Handling and Dispute Resolution**

We make every effort to ensure that our customers are happy with the products and level of service they receive from us. We know that sometimes things can go wrong, be assured we take all complaints seriously and aim to resolve them quickly and efficiently.

### **How you can raise a complaint**

If you're not completely happy with our products or any part of our service, please let us know as soon as you can. Our customer service team are trained to deal with customer complaints and should be the first people you contact. They will always attempt to find a good solution to your complaint as quickly as possible.

Before contacting us, please have the following information to hand as it will help us locate your account and investigate your complaint efficiently.

- your business name
- Client ID – if you are unsure of this you can find it at the top of your invoice
- a brief description of your complaint
- your desired outcome to the complaint

There are 3 easy ways to get in touch with our customer service team:

### **By phone**

You can call us on 0344 770 6000 and we'll do our best to resolve your complaint straight away, but sometimes reaching a resolution may take longer and we may need to look at it in more detail.

### **By email:**

We monitor all emails received at [customerservices@chessict.co.uk](mailto:customerservices@chessict.co.uk). We'll reply in 24 hours and provide you with a point of contact for checking the progress on the resolution of your complaint.

### **By post:**

It's not as quick but if you prefer to send us a letter you can write to:

Customer Services  
Chess Limited  
Bridgford House  
Heyes Lane  
Alderley Edge  
Cheshire  
SK9 7JP

Your letter will be acknowledged within 24 hours of receipt.

We'll try to contact you by your preferred method first. If this is by telephone, please let us know the best numbers to reach you on.

We aim to resolve your complaint quickly and efficiently, and to keep you informed. However, if you are not happy with the progress in resolving your complaint you can ask the person you are speaking to, to escalate to their team leader.

If you are unable to meet a resolution with the team leader within 5 working days you are within your rights to escalate your complaint in writing (either by email or post) to the Directors Office - [directorsoffice@chessict.co.uk](mailto:directorsoffice@chessict.co.uk) or Directors Office, Chess Limited, Bridgford House, Heyes Lane, Alderley Edge, Cheshire, SK9 7JP.

You will be assigned a dedicated person to take care of your complaint who will aim to investigate and respond to your escalated complaint within 8 working days of receipt.

Your case will remain open for 28 days, so you'll have enough time to review and consider our proposal. If you're happy with the resolution, please let us know so we can apply any required actions to your account and close your complaint.

If we don't hear from you within the 28 days from the date of our formal response, we'll take this as confirmation you're satisfied with the resolution and we'll write to you again to let you know we're closing your complaint.

### **Deadlock**

If it's been more than 8 weeks since the date you first contacted us, then you may ask for help from The Communication and Internet Services Adjudication Scheme (CISAS)

If we haven't reached an agreed settlement within 8 weeks of receiving your complaint, or we agree in writing before the 8 weeks are up that the dispute should be settled by independent adjudication; we'll issue a deadlock letter. The deadlock letter will confirm that you have the right to refer your complaint for independent consideration through our Alternative Dispute Resolution - CISAS. This service is free of charge which is approved by Ofcom. Please see their contact details below:

CISAS  
70 Fleet Street  
London  
EC4Y 1EU

**E-mail:** [cisas@cedr.com](mailto:cisas@cedr.com)

**Website:** <https://www.cedr.com/consumer/cisas/>

### **Useful addresses**

**Ofcom** - Riverside House, 2a Southwark Bridge Road, London SE1 9HA. Tel: 020 7981 3040 or 0300123 3333 Website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

#### **Phone-paid Services Authority -**

For business - Phone-paid Services Authority 25th floor, 40 Bank Street, London, E14 5NR  
Tel: 020 7940 7474

Website: <https://psauthority.org.uk/>

Email: [enquiries@psauthority.org.uk](mailto:enquiries@psauthority.org.uk).

For consumer - 0300 30 300 20

**Telephone Preference Service** - DMA House, 70 Margaret Street, London W1W 8SS Tel: 0345 070 0707 Website: [www.tpsonline.org.uk](http://www.tpsonline.org.uk) Email: [tps@dma.org.uk](mailto:tps@dma.org.uk)

**Federation of Communication Services (FCS)** - Burnhill Business Centre, Provident House, Burrell Row, Beckenham, Kent BR3 1AT. Tel: 020 7186 5432 email: [fcs@fcs.org.uk](mailto:fcs@fcs.org.uk)  
Website: [www.fcs.org.uk](http://www.fcs.org.uk)