



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 are 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 Customer portal

The best way to send your complaint is by logging it as a ticket on our Customer Portal <https://myportal.chessict.co.uk/login>. Once you have logged your complaint, we will review it and aim to update you within 24 hours. Sometimes we need to look at the complaint in more detail so reaching a resolution may take longer, but we will post an update on the ticket if this is the case. You can track a ticket online at any time to suit you.

By email:

We review all emails received in our mailbox complaints@chessict.co.uk but we are not able to respond as quickly as we would on the Customer Portal option. If you still prefer to send us an email, please mark COMPLAINT clearly in the subject line, we will then promptly review and assign your complaint to a specialist member of our team and aim to update you within 24 hours. Sometimes we need to look at the complaint in more detail so reaching a resolution may take longer.

By post:

It is 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.

By phone

You can also make a complaint by calling us on 0330 332 2709 charged at the equivalent of a geographic call rate. You can then leave a brief message about what your complaint is about and how you would like us to respond, confirming any contact details.

We will 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.

Process

Once you have raised your complaint, we will acknowledge within 24 hours, before investigating and confirming with you when we will be back in touch.

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 who is dealing with your complaint, 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 to the Directors Office who will make contact to acknowledge the escalation within 24 hours and 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 will have enough time to review and consider our proposal. If you are 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 has 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 have not 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 will 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

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

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.

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 Email: tps@dma.org.uk

Federation of Communication Services (FCS) - The Grainger Suite, Dobson House, Regent Centre, Newcastle upon Tyne, NE3 3PF. Tel: 020 7186 5432 email: fcs@fcs.org.uk
Website: www.fcs.org.uk