

## **CHESSE PARTNER CODE OF PRACTICE**

### **On Complaint Handling and Dispute Resolution**

Chess Partner Limited is a distributor of Airtime and Wholesale products, Billing provider and division of Chess Limited providing products and services to businesses. Chess Partner Limited is incorporated into Chess Limited which also includes entities that operate as an independent company that deliver communication services to domestic and business customers.

While Chess Partner may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So, we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us.

We take Partner complaints very seriously and aim to resolve them quickly and efficiently.

### **Complaints Pathway**

If you have a general complaint about any part of our service, please contact our Partner Experience Team using one of the following:

**By phone:** 0330 102 5620

**By email:** [PartnerExperience@ChessPartner.co.uk](mailto:PartnerExperience@ChessPartner.co.uk)

**By letter:** Chess Partner, Unit 1 Elstree Gate, Elstree Way, Borehamwood, WD6 1JD

If you telephone, our Partner Experience Leaders will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask questions to confirm that we are speaking to the right person.

This will typically be questions about your account or agreement with Chess Partner.

If you make your complaint in writing, by email or letter, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint. We will aim to resolve your complaint quickly and efficiently and provide regular progress updates throughout.

If our People have been unable to rectify an issue within our SLAs, the next step of the escalation pathway is to raise it further with the relevant Team Leader by email.

Please note: For Airtime Support, please direct escalated complaints to [PartnerEscalations@ChessPartner.co.uk](mailto:PartnerEscalations@ChessPartner.co.uk) in the first instance.

If, after 48 hours your complaint has not been resolved, it will be passed to our Partner Experience Leaders to review all information, obtain additional information and resolve.

We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. We will clearly set expectation levels within our correspondence to you.

If you are not happy with the progress in resolving your complaint you can ask the Partner Experience Leader to escalate this to the Customer Service Director, Kerri Lendon after 72 hours of the initial escalation:

[kerrilendon@chesspartner.co.uk](mailto:kerrilendon@chesspartner.co.uk)

The Customer Service Director will then review and outline next steps to a resolution.

### **Final Resolution and Deadlock**

If we can resolve the problem, we will write to you explaining the outcome. If we don't hear from you within the 28 days from the date of our formal final outcome, 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.

If we cannot resolve the problem, we will write to you to say so. You have a right to request a deadlock letter at any time following the outcome should we be unable to resolve your problem.

We may agree in writing prior to the 8 weeks deadline that the dispute should be settled by independent adjudication; we will issue a deadlock letter if that is the case. We may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.

If your complaint reaches 'deadlock' you will receive written notification from Kerri Lendon, Customer Service Director.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from CISAS.

CISAS is a free of charge independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out Disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

### **Useful addresses**

**Cisas**– 70 Fleet Street, London, EC4Y 1EU, Tel: 02075203814

e-mail: [cisas@cedr.com](mailto:cisas@cedr.com) Website: <https://www.cedr.com/consumer/cisas/>

**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)