



## **DRC Code of Practice**

### **Introduction**

DRC is an independent company that delivers communications services to business customers of all sizes throughout the UK. While we may not provide all the component parts of the services ourselves, we do take responsibility for the services we deliver to you. We will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

At DRC we are committed to providing our customers with outstanding levels of service, however we recognise that things can go wrong from time to time and if this happens we'd like you to tell us so we can set things right for you as soon as possible.

### **How to raise a complaint**

There are a number of methods for you to raise a complaint:

**By phone** 01256 895895. Line are open from 9am to 5.30pm, Monday to Friday. **By email** [contactus@drc.ltd](mailto:contactus@drc.ltd) By post Customer Service Department, D R Communications Ltd, 10 Kingsclere Business Park, Kingsclere, Newbury, Berkshire. RG20 4SW

### **How we will deal with your complaint**

If you telephone us, our advisors 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 we hold on you. To do this, we may ask security questions to confirm we are speaking to the right person. It would also be beneficial if you can provide as much detail about your issue as possible to help us understand the issue in order to resolve as quickly and smoothly as possible.

If you make your complaint by email, or in writing, 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 try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with the progress in resolving your complaint you can ask the person with whom you are speaking to escalate the matter to their manager and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

### **Escalations**

If we have not been able to resolve your complaint to your satisfaction within 8 weeks from when you notified us, we will notify you in writing confirming this.

This letter is normally referred to as a “*deadlock letter*” and confirms that there is nothing more we can do with respect to your complaint. When you have received the deadlock letter from us, you may wish to refer the complaint to The Ombudsman Services:

### **The Ombudsman Service**

The Ombudsman Service is a free and independent service that deals with complaints by residential and small business customers against member telecommunications companies. It 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 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.

The best way to contact them is:

By phone: 03304401614

By email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

Website: <http://www.ombudsman-services.org>



If you need to write to them, you can do so using the following address:

Ombudsman Services:

Communications

PO Box 730

Warrington

WA4 6WU

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we believe we will shortly resolve your complaint and are taking active steps to do so.