

Complaints Policy

Genesis Communications is committed to providing your business with the customer experience you would expect from one of the UK's most successful independent service providers. We do all that we can to ensure you are satisfied with every aspect of the service we provide.

However, we accept that on occasions things can go wrong. We see this as a "moment of truth" when you can raise your concerns with us and we have the opportunity to resolve the matter in a prompt and satisfactory manner. This "moment" allows Genesis to better understand the issue, ensure that we can use this sharing of views to further improve on the way we do business and demonstrate our commitment to you as a valued customer.

We take our customer's comments very seriously and all verbal and non-verbal correspondence is retained and used to improve the customer service we provide.

What do I do if I am unhappy?

If at any time you wish to discuss any issue with your service, then the first step is to contact our Customer Services Team or your dedicated Account Manager. Details are available from www.genesis.co.uk/contact. Your issue will receive our full attention and we will attempt to resolve the matter immediately on the call.

The majority of issues are resolved in this manner and if we are unable to provide a solution straight away, then we will provide you with a timescale for resolution along with the contact details of the individual dealing with your concerns.

If at any time you are dissatisfied with this process or are unhappy with the resolution offered to you, then please ask to speak to one of the Operational Managers. Once they have reviewed the details and what steps we have already been taken, they will attempt to resolve the matter to your satisfaction.

If you have spoken to an Operational Manager and are still unhappy, you can request that your complaint be escalated to the dedicated Complaints Team, who will endeavour to resolve your issue(s) within a reasonable timescale.

What other options do I have?

We understand that your time is valuable and that discussing your issues over the phone may not always be appropriate. In this instance you may e-mail either our customer support team on Customerserviceteam@genesis.co.uk or your dedicated Account Manager (your Account Manager will have provided their e-mail address to you).

You will receive a response acknowledging the receipt your e-mail and providing a timescale within which to expect a resolution. If at any stage you are dissatisfied with any aspect of the way your complaint is dealt with, the matter can be escalated within the company as detailed above.

Should your issue be of a serious or sensitive nature, or if you wish to receive a more formal response from Genesis, then please feel free to detail your concerns in writing to:

Complaints Department
Genesis Communications
Waterfold Park
Rochdale Road
Bury
BL9 7BJ

You need to include the following in any correspondence you send:

- Your name, business name and address
- Your mobile and/or Genesis account number
- A daytime contact number
- The details of your complaint, including any dates and people you have spoken to
- What you feel Genesis could do to put things right

Our service level to resolve all written complaints is four working days and the majority of letters are responded to within two working days.

What if I am still unhappy with the resolution I have been offered?

Genesis will always attempt to look at every possible option with the objective of resolving your complaint and we are confident that the majority of your complaints are resolved satisfactorily.

However, there will be instances when a resolution cannot be reached or a compromise cannot be agreed, neither party being able to consent or move forward on an issue. These “deadlocked” situations can be referred to our arbitration service.

Genesis Communications are a member of Otelo, The Office of the Telecommunications Ombudsman, who acts as an Alternative Dispute Resolution (ADR). Otelo will be able to consider your complaint if it has reached a deadlock situation or if it has been 12 weeks since you first made your complaint.

Further information can be found at www.otelo.org.uk