

## Complaints procedure

Firstcom Europe is committed to providing a high-quality service to all its clients. When something goes wrong, we appreciate our clients telling us about it. This helps us improve our standards. Whenever possible, please raise any initial customer service problems with your account manager to give them the opportunity of resolving matters with you. Often, matters can be quickly resolved in this way.

If you are unhappy about any aspect of the service you have received, please write or email us at [enquiries@firstcomeurope.co.uk](mailto:enquiries@firstcomeurope.co.uk). All contact details can be found on the Firstcom Europe website: <https://firstcomeurope.co.uk/contact-us>.

### Our procedure

- a. We will write to you acknowledging your complaint within five working days of us receiving it. We will also let you know the name of the person who will be dealing with your complaint, and we may ask for further details.
- b. We will then start to investigate your complaint. We will reply to your complaint within five working days.
- c. If you are still dissatisfied, we will then, if appropriate, invite you to join a call or meet to discuss and resolve your complaint.
- d. If it is not possible to meet, we will send you a detailed reply to your complaint. This will be done within five working days of completing the investigation.
- e. At this stage, if you are still not satisfied you should contact us again and we will arrange for a senior manager to review the decision. We will write to you within 14 days of receiving your request for a review, confirming our position on your complaint and setting out our reasons.
- f. If we have to change any of the above timescales, we will let you know and explain why.
- g. If the case is still unresolved between the complainant and the company, then the Alternative Dispute Resolution company will be engaged. This will be Communications & Internet Services adjudication scheme (CISAS).

Email: [cisas@cedr.com](mailto:cisas@cedr.com)

Ph: 02075203814

Web: [www.cedr.com/consumer/cisas](http://www.cedr.com/consumer/cisas)

- h. Should a Deadlock letter be demanded by the complainant and provided by Firstcom Europe, or 8 weeks has passed since the beginning of the dispute, the matter may be referred to the Alternative Dispute Resolution company, as described in the Ofcom Approved code of practice for dispute resolution.