

## Complaints Handling Policy

### Complaints Handling Overview

Complaints may be received directly from clients or from any third party representatives. In the event of any complaint the matter must be immediately referred to the Compliance Officer. It should be noted that every expression of dissatisfaction amounts to a complaint. Whenever, any client expresses concern about the service, steps should be taken to resolve that matter and it should be treated as a complaint.

Any complaint received from any third-party representative or regulatory body such as Trading Standards, Citizens Advice Bureau, OFCOM, Ombudsman or ICO should be immediately referred to the Compliance Officer.

### Public Complaints Data Protection Complaints

The following complaints procedure is made available to every client upon request and is published on the company's website.

We strive to ensure that there should never be any cause for complaint in relation to the service we provide to you. In the unlikely event that you wish to raise a complaint or have any other concerns regarding the service we have provide you may submit a formal complaint. This procedure sets out the process which should be followed.

Under the Data Protection Act (1998) you have the right to:

- Stop your information being used in a way which causes you damage or distress
- Have inaccurate or misleading information held about you corrected or deleted
- Have a copy of your personal data under the right to subject access

If you wish to exercise any of these rights, the below details provide some further advice and assistance

1. Complaints may be made through writing, e-mail, telephone or in any other form in respect to the services we have provided to you. You should address your complaint to The Complaints Department mentioned below.

Email: [service@maxtalk.co.uk](mailto:service@maxtalk.co.uk)

Phone: 0800 320 2969 (Monday to Friday between 10am to 5pm)

Post: Max Talk Communication Limited, 71-75 SHELTON STREET, COVENT GARDEN  
LONDON, WC2H 9JQ

2. We reserve the right to decline to consider a complaint that is made more than six months after you are aware of the cause of the complaint. There may be instances where we may waive this requirement at our discretion. We will confirm to you in writing if a complaint has been made beyond the time limit that we are prepared to consider.
3. We will send you a written or electronic acknowledgement of the complaint within five business days of receipt, also identifying the person who will be handling the complaint for the business. Wherever possible, that person will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint.
4. Within four weeks of receiving a complaint, we will send you either:
  - a final response which adequately addresses the complaint; or
  - b) a holding response, which explains why we are not yet in a position to resolve the complaint and indicates when we will make further contact with you.
5. With eight weeks of receiving a complaint we will send you either:
  - a) a final response which adequately addresses the complaint; or
  - b) a response which:
    - i. explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and
    - ii. Informs you that you may refer the handling of the complaint to Ombudsman or ICO if you are dissatisfied with the delay.
6. Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress.
7. If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to

Ombudsman Services: Communications,  
Post: PO Box 730, Warrington, WA4 6WU  
Phone: 0330 440 1614  
Fax: 0330 440 1615  
E-Mail: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)  
Web: [www.ombudsman-services.org](http://www.ombudsman-services.org)

**or**

ICO (Information Commissioner's Office)

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Phone: 0303 123 1113 / 01625 545 745

Fax: 01625 524 510

E-Mail: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Web: [www.ico.org.uk](http://www.ico.org.uk)

The Regulator will review the handling of the complaint and will give a direction on further handling of the complaint.

### **The role of Compliance Officer**

Compliance Officer will at all times be responsible for the investigation of complaints. Where necessary input will be sought from other employees and will retain a log of all complaints received and the outcome. A complaints file will be created for each complaint, reference to the log, and which will contain all communication with complainants, the actions taken to investigate the complaint, the findings and a copy of the final response to the complainant.