

## Complaints Policy

IP Telecom is committed to providing a high-quality service to our customers. We recognise that there may be occasions when customers may wish to complain about some aspect of the service. If you feel you wish to discuss an issue, or indeed make a complaint, we would kindly ask that you bring this to the attention of a member of our team as soon as possible. This complaints procedure ensures that your complaint will be dealt with as quickly as possible.

### Verbal Complaints

If you wish to speak to someone about an aspect of IP Telecom's service, please try to do so as soon as possible. Our team will make every effort to resolve your complaint as quickly as possible. If your concerns are not resolved to your satisfaction, please ask to be referred to a manager or Supervisor in our Operations team.

### Written Complaints

All written complaints should be addressed to the IP Telecom Complaints Team, at **IP Telecom, Unit 71C The Plaza, Parkwest, D12 K19C**. Please include as much detail as possible regarding the nature of your complaint. You may also wish to contact us by email at [feedback@iptelecom.ie](mailto:feedback@iptelecom.ie)

Your complaint will be acknowledged within 2 working days of receipt, and you will be supplied with a reference number by email for tracking purposes.

We will carry out a full investigation of the nature of your complaint and engage with you directly to resolve your complaint as quickly as possible. You will receive a full response within 10 working days of the complaint being received.

If a full response cannot be given within 10 working days of receiving your complaint, we will contact you to explain the reason for the delay and agree a further timescale.