

RHM Telecommunications Ltd

Complaints Handling Procedure

Last updated: 25th June 2019

Our complaints policy

RHM are committed to providing a high-quality service to all of our customers. When something goes wrong, we need you to tell us about it so that we can continually improve our service.

What to do if you have a complaint

If you have a complaint, please email enquiries@rhmtelecom.com with the details of your complaint. We will send an email acknowledging receipt of your complaint within two working days.

We will investigate your complaint by speaking to those within RHM that are involved with your account.

Within 14 days of RHM acknowledging your complaint, you will be contacted by telephone or email to discuss and hopefully resolve the complaint.

Following this, if you are still not satisfied with the outcome, RHM will investigate further and contact you within a further 14 days with the final decision.

If you are still not satisfied with the decision or it has been more than eight weeks since the complaint was made, you can then contact the Ombudsman about your complaint, contact details:

Ombudsman Services
Communications PO Box 730
Warrington, WA4 6WU

0330 440 1614

osenquiries@os-communications.org