



Our complaints code of practice

What to do if you're not happy.....

There are lots of ways to get in touch with us, but it's probably best to ring us. Please note if you do email or write to us, it may take us up to seven days to respond to you.

However you make your complaint, there are some vital bits of information that we need to know- your account number and the phone number linked to your account. This really helps us speed up our investigations.

To make a complaint:

- Call us on 01332 477577 or 0800 6406343
- Email us at sales@e-volvesolutions.net
- Send a letter to-
Kay Drohan
e-volve Solutions Ltd
2nd Floor, The North Mill
Darley Abbey Mills
Derby
DE22 1DZ

How do we handle your complaint

Step 1- We'll try and resolve your issue straight away. If it is going to take longer than usual to resolve, we'll let you know and keep you updated with our progress.

Step 2- If you're unhappy, you can ask to escalate your complaint. You can do this at any time, but it would be helpful to let us try and resolve things first. You can escalate your complaint up to two times. On the second occasion, we'll carry out a final complaint review.

Step 3- Once we've fixed your problem, we'll close your complaint. We'll also do this if we've tried to contact you but haven't been able to speak to you. If you still need our help, get back in touch with us within 28 days of your initial complaint and we'll reopen it for you and try our best to get it resolved.

What if I'm still not happy?

If you are not satisfied with the outcome of your complaint and you are entitled to involve the ombudsman using the Alternative Dispute Resolution Scheme.

The ombudsman cannot deal with complaints from commercial customers with more than ten employees.

They can help if you're a residential or Small Business customer whose complaint is over eight weeks old and you still do not feel like your issue has been resolved.

To use the Alternative Dispute Resolution scheme:

- Call 0330 440 1614
- Or write to them at
Communications Ombudsman, PO Box 730, Warrington. WA4 6WU