

COMPLAINTS HANDLING CODE OF PRACTICE

NTA Ltd is a company that provides telecommunications services and products to business customers. Although we do not produce all components of our services in-house, we take full responsibility for delivering those services. To ensure any issues with our upstream carriers and suppliers are resolved promptly, we will actively consult with them.

We take all complaints very seriously and try to ensure all our partners are pleased with their experience of our service. Where possible complaints are dealt with promptly to ensure they are resolved as quickly as possible. All complaints are handled in a caring and sensitive way.

We strive to ensure that our customers are satisfied with the quality of our products and services. However, despite our best efforts, issues can occasionally arise. We take customer complaints very seriously and aim to resolve them promptly and efficiently.

The person responsible for dealing with any complaints is the General Manager.

If we receive a complaint by letter or email this will be passed to the General Manager immediately.

We will make every effort to address your complaint swiftly and efficiently, keeping you informed throughout the process. Our goal is to resolve complaints within 10 working days; however, this timeline may vary depending on the specific nature of the complaint. If we are unable to resolve the problem, we will inform you in writing.

If more than 8 weeks have passed since you first contacted us regarding your complaint, or if you have received a letter or email stating that your complaint has reached a “deadlock,” you may seek assistance from the Ombudsman (details provided below).

Ombudsman Services is an independent organisation approved by Ofcom to provide an alternative dispute resolution (ADR) service. These Ofcom-approved ADR services help resolve disputes between communications providers and their consumer or small business customers. Their role is to investigate complaints fairly by considering both sides of the story. They evaluate the facts presented to them before making any recommendations on how to address the issue.

If at any point you are not satisfied with the progress of your complaint, you can request an early referral to ADR by asking for a deadlock letter. However, we may refuse this request if we believe we are close to resolving your complaint and are actively working on it.

Complaints can be made:

By our complaints form: [see below](#)

By Email: complaints@nta.co.uk

By Letter: Complaints, NTA Ltd, Ivy Lodge Farm, 179 Shepherds Hill, Harold Wood, Essex, RM3 0NR. Please note, complaints submitted via post may take longer to acknowledge than other contact methods.

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU
Tel: 0330 440 1614
Email: enquiries@os-communications.org

Ofcom
Riverside House
2a Southwark Bridge Road
London
SE1 9HA
Tel: 020 7981 3040 or 0300 123 3333
Email: contact@ofcom.org.uk

V1.0

COMPLAINTS FORM

Complaint ID: (NTA USE ONLY)

Date:

Nature of Complaint (Please circle):

Technical Fault

Problem with Order

Product Quality

Service Quality

Billing Issue

Porting Issue

Other (Please specify)

Company Name:

End Customer Name (If applicable):

Contact Name:

Email Address:

Complaint Details:

Please email your completed complaints form to complaints@nta.co.uk