



Customer Complaints Code

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Purpose

At Exponential-e we pride ourselves on delivering a fantastic customer experience, we are therefore very sorry if you feel the need to complain and we would like the opportunity to resolve the situation as quickly as possible. The purpose of this document is to cover:

- How you can complain and how to contact us
- What to expect from us (and when)
- Our Escalation paths and Alternate Dispute Resolution contacts

Scope

The Customer Complaints Code is applicable to any customer who wishes to make a complaint with Exponential-e.

Complaint Definition

Exponential-e defines a complaint as “when a customer feels strongly their expectations have not been met and is looking for some redress over and above satisfying the original requirement (which was the cause of the complaint)”.

Complaint Contact Details

Should you wish to raise a complaint, you can do so using one of the following contact methods:

1. E-mailing the complaint to complaints@exponential-e.com
2. Calling the Client Relations Team directly on 0207 096 4130
3. Writing to: Client Relations Department, Exponential-e, 100 Leaman Street, London, E1 8EU

Complaints Categories

Upon receipt of your complaint, the Client Relations team will assess this in terms of priority.

The below grading system is to be used to define and segregate complaints:

Type	Time to acknowledge	Target resolution time/plan
Urgent/Service affecting	Auto-response followed up by a call within 30mins	2-3 working days
Medium/high	Auto-response followed up by a call/email within 4 hours	5 working days
Minor/non-service affecting	Auto-response followed up by a call/email within 4 hours	10 working days

How we handle your Complaint

Your complaint will be logged on our CRM system and will be assigned to an experienced member of our Client Relations team.

The Client Relations Advisor looking after your complaint will be in touch within 4 hours to acknowledge your complaint and introduce themselves to you providing their personal contact details and your unique case reference. At this point they may ask you for additional information and will also confirm when you can next expect an update.

The Client Relations Advisor will conduct a full investigation and keep you updated throughout, as they work to resolve the complaint. As part of the investigation they will be looking to understand the Root Cause and any corrective actions and will share these with you as appropriate. The Client Relations Advisor is also responsible for ensuring that identified business improvement and business recommendations are discussed with the Exponential-e management team and implemented where possible.



Escalation

In the unlikely event you are not happy with how your complaint is being handled, you may escalate to the complaint management team as required:

Escalation Level 1		
Name	Title	Contact
Cornel Grant	Client Relations Team Lead	Email: Cornel.Grant@exponential-e.com Phone: 07805 824 546
Escalation Level 2		
Amy Springford	Director of Client Relations	Email: Amy.Springford@exponential-e.com Phone: 07794 025 847
Escalation Level 3		
Mukesh Bavisi	Managing Director	Email: Mukesh.Bavisi@exponential-e.com Phone: 07773 785 951

Alternative Dispute Scheme

Ofcom

Our Domestic and Small Business Customers (any customers which Exponential-e provide services to with ten or less employees), have the right to take unresolved complaints to Alternative Dispute Resolution free of charge. This is in line with OFCOM’s Approved Code of Practice for Complaints Handling.

The contact details for OFCOM are as follows:

1. Address: 2a Southwark Bridge Road, London SE1 9HA
2. Phone: 0300 123 3000 or 020 7981 3000

ICO.

In addition, under the current Data Protection Act and with GDPR coming into act on 25th of May 2018, the ICO has a general duty to investigate complaints from members of the public who believe that an organisation has failed to respond correctly to a request for information.

1. Web: <https://ico.org.uk/concerns/>
2. Phone: 0303 123 1113

Alternative Dispute Resolution Process

Exponential-e's Dispute Resolution Scheme is through CISAS (Communications and Internet Services Adjudication Scheme.)

Eligible customers (Domestic and Small Business Customers) can access CISAS upon receipt of a Deadlock Letter provided by Exponential-e. You can request this if, after 8 weeks, the complaint has not been resolved and you wish to engage CISAS. Or, in instances where the initial 8 week period has not expired and Exponential-e feel that there is likely to be no further action during that period, the Deadlock letter may be issued earlier.

The period of 8 weeks since making the initial claim or the Deadlock letter is required in order to initiate the Alternative Dispute Resolution process and it is the responsibility of the customer (complainant) to submit this to CISAS, initiating their engagement.

CISAS will notify Exponential-e of their involvement and Exponential-e will co-operate with CISAS as required in order to ensure the complaint is resolved. Following complaint resolution, this will then follow the standard complaints process, root cause analysis and corrective measures will be completed.



Alternative Dispute Resolution Contact

The contact details for CISAS (Exponential-e's chosen Alternative Dispute Resolution Scheme) are as follows:

3. Email: cisas@cedr.com
4. Phone: 020 7520 3827
5. Postal address: CISAS, Centre for Effective Dispute Resolution, 70 Fleet Street, London, EC4Y 1EU
6. Fax: 020 7520 3829

References

Title:	Exponential-e Contact Us
Source:	Exponential-e Ltd
URL:	http://www.exponential-e.com/contact-us
Title:	Ofcom Complaints & Issues
Source:	Ofcom
URL:	https://www.ofcom.org.uk/complain-to-ofcom
Title:	ICO. Complaints & Issues
Source:	ICO.
URL:	https://ico.org.uk/concerns/
Title:	CEDR Complaints Procedure
Source:	CEDR
URL:	https://www.cedr.com/complaints/

Document Control Information

Version	Date	Description
1.0	28/02/2018	Initial document creation - "Customer Complaints Code" created as a Customer-facing version of the "Complaints Procedure".
1.1	13/03/2018	Minor updates to include GDPR and the ICO. complaints details.
1.2	02/10/2020	Minor updates to contact details
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