



Ice Telecommunications Ltd Complaints Procedure

At Ice-Comms, we provide businesses across the UK with mobile, landline and VoIP communications. Whilst we may not have direct control over the connections, we work closely with our suppliers on each order we receive to make the changeover a seamless one.

Our provisioning teams are highly trained to spot potential errors before they occur and to deal with them before they have a negative effect on the customer.

Throughout the signup and connection process, you will be contacted at certain steps along the way to ensure that everything is running smoothly. These calls also keep you up to date with the status of your changeover to ourselves. We always endeavor for a smooth transition between services for all our customers but at times, things can go wrong.

Should you have a complaint about any aspect of the customer service you have received, please be assured that it will be taken very seriously by our customer support network.

Depending of the nature of your complaint, our dedicated Complaints Team will always try to resolve the matter within 10 business days. Some complaints, however, may take longer to resolve depending on their nature and the complexity of the circumstances.

Complaints can be logged with us by:

Calling – 0333 202 5000

Emailing – support@ice-comms.co.uk

If, after 8 weeks of issuing your complaint, you feel that your query has not been resolved or we cannot agree on the resolution to the complaint, you will be issued with a 'Letter of Deadlock'. Once received, you may escalate the complaint to the Telecommunications Ombudsman. The Ombudsman takes an impartial look at the complaint, requests statements from both parties and then issues a binding decision based on the information received.

You can contact the Telecommunications Ombudsman by either:

Calling – 0330 440 1614 (Mon-Fri 9am-5pm)

Emailing – osenquiries@os-communications.org

The Ombudsman will aim to resolve a case within 12 weeks of hearing from both parties involved.