

Complaints Procedure

Should you wish to make a complaint about any of our services, please call us on 0333 202 9897.

We are open Monday to Friday 9:00am to 17.30 hrs. Should you need to contact us outside these hours please leave a message on our voice mail service and we will contact you on the next working day.

Should you wish, you can email us at support@bdm-voice.co.uk

Should you prefer to write to us please send a letter to:

BDM Voice Ltd
Green acre Court
Station Road
Burgess Hill
West Sussex
RH15 9DS

When you contact us we will normally ask you to give us the following information:

- Name, Company Name & Contact Phone Number.
- Nature of your complaint.

Once we have registered your complaint we will:

- Acknowledge your complaint in writing within 5 working days.
- Investigate your complaint aiming at resolving the complaint within 8 weeks from the initial complaint.

Should we be unable to resolve the complaint within the 8 week time frame you will be contacted in writing to explain why. We will provide you with details of the independent & approved **Alternative Dispute Resolution Scheme** that we are a member of and how to proceed further with your complaint.

The scheme that we are a member of is **Ombudsman Services**.

Ombudsman Services' contact details are:

Ombudsman Services:
Communications
PO Box 730
Warrington
WA4 6WU
Telephone: 0330 440 1614 or 01925 430 049
Text Phone: 0330 440 1600 or 0845 051 1513
e-mail: enquiries@os-communications.org
web: www.ombudsman-services.org