
Mainstream Digital Ltd
Complaints Handling Procedure

Mainstream Digital Ltd is committed to providing all of our customers with the highest level of service. However, in the unlikely event that you experience any issues, we would like you to make us aware of this, so that we can resolve any matters and stop them from happening again in future.

1. Contact Details

We can be contacted in writing at
Mainstream Digital Ltd
Mainstream House
202-204 Cirencester Business Park
Love Lane
Cirencester
Gloucestershire
GL7 1XD

Customer Services contact details are as follows:

Telephone: 0800 169 6000
Fax: 0800 169 6001
E-mail: customer.services@msdigital.com
Website: www.msdigital.com

2. Customer Services

We will use our best endeavours to deal with all complaints fairly and in a reasonable timescale. We aim to respond to all complaints within 15 working days. In some circumstances, it may be necessary for us to respond by telephone. However, if you would like us to respond to you in writing then please request this. In the unlikely event that you have cause for complaint about any level of our service please follow the procedure below.

2.1 Contact the Customer Services Team

The Customer Services team will investigate your complaint and work to resolve any issues you may have, in line with your terms and conditions of service.

2.2 Contact the Customer Services Manager

If you feel that your complaint has not been adequately resolved you can ask for the matter to be escalated and referred to the Customer Services Manager. The Customer Services Manager will review your case and attempt to resolve any issues. Should the matter not be resolved, a formal written complaint should be made. Calls to Mainstream Digital Ltd may be recorded for monitoring and training purposes.

2.3 Arbitration

Mainstream Digital Ltd believes that it is in everyone's interest to attempt to resolve disputes without 3rd party assistance. However, if the above procedure has been followed without resolution you may refer your complaint to our arbitration service, The Ombudsman Service Limited. This cannot be done however until 15 working days after an initial complaint has been logged, or until a deadlock letter has been issued by Mainstream Digital Ltd.

We can provide you with full details of these services. Complaints to The Ombudsman Service Limited must be made within six months of reaching deadlock or, if deadlock is not agreed, within nine months of making your complaint to Mainstream Digital Ltd.

2.4 Ofcom

If you believe that your complaint has not been handled in line with Mainstream Digital Ltd's complaints procedure or followed the independent arbitration process, then please contact The Office of Communications; Ofcom, who will review the matter. However, Ofcom cannot alter or review The Ombudsman Service Limited decisions.

2.5 Court action

Should all other methods of attempting to resolve the issues fail then court action can be started.

3. Obtaining a copy of this code

A copy of this code is published on our website or alternatively is available on request to any of our customers, free of charge.

4. Contact details of related organisations

Ofcom
Contact Centre
Riverside House
2a Southwark Bridge Road
London
SE1 9HA
Tel: 0845 456300
Website: www.ofcom.org.uk

The Ombudsman Service Limited
PO Box 730
Warrington
WA4 6WU
Tel: 0330 440 1614
Website: www.ombudsman-services.org/