



Communications
LCC COMMUNICATIONS LTD

LCC Communications is an independent **company that delivers communications services to business customers** to the UK. While we may not provide all the component parts of the services you receive ourselves, we do take responsibility for the services delivered to you. Therefore, we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and services they receive from us. However, despite our best efforts, things can go wrong, and when they do, we take customer complaints very seriously, and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team using one of the following:

By Phone: 0800 6522256

By Email: support@lcccommunications.com

By Letter: Customer Services Dept., LCC Communications Ltd., Sopwith House, Sopwith Close, Preston Farm Industrial Estate, Stockton-on-Tees. TS18 3TT

If you telephone, our advisors will ask you about your complaint and seek to resolve the problem, while you are on the line. During any discussions, we will protect the privacy of the information that we hold on you. To do this, we may have to ask questions to confirm that we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond, and provide you with a contact point for checking progress on the resolution of your complaint.

We will aim to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with progress in resolving your complaint, you can ask the person to whom you are speaking, to escalate the matter to their manager, and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 weeks from the date you first contacted us to complain, or you have received a letter from us saying that your complaint has reached “deadlock”, then you may ask for help from:

Ombudsman Services – Communications

Communications Ombudsman

P.O. Box 730, Warrington, WA4 6WU

T: 0330 440 1614

E: enquiry@commsombudsman.org

W: www.commsombudsman.org

Ombudsman Services is an independent organisation, which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services aim to resolve disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the reported problem and they will always look at the facts provided to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree to an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do this, if we believe we will shortly resolve your complaint and are taking active steps to do so.

Useful Addresses

Communications Ombudsman

P.O. Box 730, Warrington, WA4 6WU

T: 0330 440 1614

E: enquiry@commsombudsman.org

W: www.commsombudsman.org

The following are not dispute resolution services and are provided as useful addresses.

Ofcom

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

T: 020 7981 3040 or 0300 123 3333

E: contact@ofcom.org.uk

W: www.ofcom.org.uk

Phone-paid Services Authority

c/o Ofcom

Riverside House

2a Southwark Bridge Road

London

SE1 9HA

T: 0300 30 300 20 or 020 7940 7474

E: info@psauthority.org.uk

W: www.psauthority.org.uk

Telephone Preference Service

Rapier House

40-46 Lamb's Conduit Street

London

WC1N 3LJ

TPS Registration **0345 070 0707**

Tele **0207 291 3320**

E: tps@dma.org.uk

W: www.tpsonline.org.uk

Federation of Communication Services (FCS)

Unit 14, The Stottie Shed, Baker's Yard, Christon Road, Gosforth, Newcastle upon Tyne, NE3 1XD

T: +44 020 7186 5432

E: fcs@fcs.org.uk

W: www.fcs.org.uk



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