

**Code of Practice**  
**London Central Communications Ltd**

**1<sup>st</sup> September 2016**

## Code of Practice: Complaints Handling and Dispute Resolution

London Central Communications Limited is a Communications Provider supplying PSTN, ISDN and IP lines, telephone and video calls, DSL, Leased Circuits, telephone, voicemail and facsimile systems, audio and video conferencing equipment as well as maintenance services. Our offices and Showrooms are at 42 Southwark Street, London SE1 1UN where Customers are warmly welcome to visit by appointment. Please contact LCC using Telephone Number: 020 3179 1000 or 0800 369 9000 and Email: [help@lcc.co.uk](mailto:help@lcc.co.uk)

This code of practice is to help you make a complaint about any aspect of our service and work which does not meet our stated terms and conditions, copies of which are freely available upon request or may be viewed on our website at [www.lcc.co.uk](http://www.lcc.co.uk). LCC follows the guidelines and regulations applied by OFCOM, the communication regulator, under GC14.

1. If you have a problem of any kind, you should contact the Helpdesk on 020 3179 1000 and ask for your Account Manager, who is obliged to listen to your complaint and resolve it quickly and efficiently.
2. Alternatively, if you would prefer to speak with somebody else, please speak or write to the Helpdesk Manager, who will give you his/her full name as soon as you contact LCC.
3. LCC will respond by telephone within 24 working hours to confirm the complaint is being investigated.
4. During this investigation period LCC may call your company and the network if applicable to collect the relevant information and decide upon the best course of action to resolve the complaint to your satisfaction.
5. If the complaint is not resolved to your satisfaction then LCC will write to you to pass you the name and address of LCC's Head of Compliance, to allow you to write and confirm your complaint.
6. Upon receiving your letter, LCC will investigate your complaint and send you a written response within 7 working days, outlining the complaint, the evidence LCC have collected and the resolution LCC would like to offer you to action in order to resolve the complaint to your satisfaction. LCC will then write to you within 7 working days of your written reply.
7. If the complaint is not resolved to your satisfaction then LCC will write to you to pass you the name and address of a Director of LCC, to allow you to write and confirm your complaint.
8. Upon receiving your letter, a Director of LCC will investigate your complaint and send you a written response within 7 working days, outlining the complaint as he/she understands it, the evidence LCC have collected (if different) and the resolution LCC would like to offer you to action in order to resolve the complaint to your satisfaction. If a Site Visit is required this will be done at LCC's cost and LCC will then write to you within 7 working days of your letter or Site Visit, whichever is the latest.
9. If the complaint is still not resolved to your satisfaction then LCC will write to you to pass you the name and address of an alternative resolution service so you can escalate the complaint to The Office of the Telecommunications Ombudsman.
10. OTELO is a free, independent ombudsman service to resolve **disputes** between consumers and their suppliers. For your reference OTELO can be contacted at P O Box 730, Warrington, WA4 6WU Email: [enquiries@otelo.org.uk](mailto:enquiries@otelo.org.uk).