








Yorkshire Telecommunications Limited  
11 Appleton Court  
Calder Park  
Wakefield  
West Yorkshire  
WF2 7AR

Email: [info@ytl.uk.com](mailto:info@ytl.uk.com)  
Contact Number: 01924 249 499

## YTL Complaints Procedure

Again, thank you for choosing Yorkshire Telecoms as your Telecoms provider. At YTL we passionately believe in our Five Fundamental Rules. These are the basis of our business ethics and are carried through each department. These core values have enabled us to become a trusted Telecoms provider for hundreds of companies throughout the UK.

-  Always deliver what we promise. If in doubt, under promise and over deliver
-  Nothing is gained by winning an argument but losing a customer
-  Always treat customers as we ourselves would like to be treated
-  The reputation of the whole company is in the hands of each individual
-  If we don't look after the customer, someone else will

We pride ourselves on delivering excellent customer service and support to our customers. However, we do realise that on the odd occasion we can get it wrong and when we do we would like you to notify us so we can rectify any problems as quickly and efficiently as possible. Our complaints policy is designed to explain what to do in the event of a problem...

### How to make a complaint

Should you wish to make a complaint, please contact our experienced Head of Operations: Adam Berry on: 01924 249 499. Our lines are open from 9am to 5pm (Monday to Thursday) and 9am to 4pm (Friday) to take your call.

If you would like to write to us instead, please address your letter to:

Adam Berry  
Yorkshire Telecommunications Limited  
11 Appleton Court  
Calder Park  
Wakefield  
West Yorkshire  
WF2 7AR

### How we will deal with your complaint

When you contact us, we will normally ask you to give us the following information in order to deal with your complaint as efficiently as possible:

- Company name and account number.
- Name, contact phone number and postal address.
- Nature of the complaint (including any relevant detail).

You can give this information to us over the phone or in writing. When we have registered your complaint, we will give it an identification number that you may refer to in any further contact with us regarding your complaint. We will make every effort to resolve your complaint when you first contact us. However, this is not always possible and we may have to investigate your complaint further. Whatever your complaint we will give you our initial response to it no longer than 20 working days from when you notified us. If you are not happy about the way in which your complaint has been handled, you should contact the Managing Director: Phill Burke on 01924 249 499. We aim to resolve all complaints within 20 working days from when you notify us but more complex cases may take longer.

## Taking further action

If we have not been able to resolve your complaint to your satisfaction within 40 working days from when you notified us, we will send you a letter or Email confirming this. This communication is normally referred to as a "deadlock letter" and confirms that there is nothing more we can do with respect to your complaint. When you have received the deadlock letter from us, you may wish to refer the complaint to the Ombudsman...

## CISAS

CISAS is a free and independent service that deals with complaints by residential and small business customers against member telecommunications companies. CISAS is funded by YTL and other telecoms companies. You can contact them with the below details:

Centre for Effective Dispute Resolution

70 Fleet Street, London EC4Y 1EU

T: +44 (0)20 7520 3814

F: +44 (0)20 7536 6001

E: [cisas@cedr.com](mailto:cisas@cedr.com) Website: <https://www.cedr.com/consumer/cisas/>