

Complaint Procedure

Vision Communications is an independent company that supplies communication packages to business customers. Whilst we do not supply the network coverage, we do take responsibility for the service that we provide to you.

We make every effort to ensure that our customers are happy with the service we provide, however things can go wrong. In these instances we will work with you, and our suppliers, to ensure any problem you have is resolved.

If you have a complaint about any part of our service please contact our Customer Service team using:

Telephone: 02920 868331

Email: feedback@vcukservices.com

Post: Managing Director
VCUK Services Ltd
First Floor
Virginia Park Golf Club
Caerphilly
CF83 3SW

We will investigate your complaint and do our best to resolve within 14 days but this is not always possible. We will, however, continually update you on the progress of your complaint.

If your complaint has not been resolved after 8 weeks, or if you are unhappy with the outcome, you can refer your complaint to Ombudsman Services using:

Telephone: 0330 440 1614

Email: osenquiries@os-communications.org

Post: Ombudsman Services
PO Box 730
Warrington
WA4 6W

Ombudsman Services is an independent organisation approved by Ofcom to provide an alternative dispute resolution (ADR) service. The ADR service is there to sort out any disputes between communication providers and their customers. Their role is to investigate complaints by listening to both sides of the story. They take into account all of the facts given to them before recommending any action that may be needed to put things right.