



STL CUSTOMER COMPLAINTS POLICY

Our commitment to customers.

We aim to ensure that:

- **Making a complaint is as easy as possible**
- **We treat your complaint seriously**
- **We deal with your complaint promptly and in confidence**
- **We learn from complaints and use them to review and improve our service.**

How to make a complaint:

If you wish to make a complaint, you can do so to our Complaints Officer in any of the following ways:

By email: customerservicestl@focusgroup.co.uk

In writing, marked for the attention of The Complaints Officer at:

STL Communications

**Park House
Station Lane
Witney
OX28 4LH**

Your complaint will be “ticketed”, and a reference number will be issued, after which your complaint will be fully investigated and a response issued.

Response times:

**We will acknowledge receipt of your complaint within 2 working days. We will issue a full response within 10 working days.
If there is a delay in responding to you, we will keep you informed of our progress.**

**If you are unhappy with the response you receive, you can contact our Director, Tom Briggs on
Tom.Briggs@focusgroup.co.uk.**

If you remain unhappy with our response, your complaint can be progressed through our Alternate Dispute Resolution Scheme. The Arbitrator will not normally investigate a complaint unless the stated internal complaints procedure has been fully exhausted.

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