

Telecoms Complaints Code of Practice

policy · Version 1.0 · Approved · Public



PUZZLE TECHNOLOGY
When technology works, so do people.

About this Code

This Code explains how to make a complaint about the telecoms services we provide, how we will handle it, and what you can do if you are not happy with the outcome.

It is published in accordance with General Condition C4 of Ofcom's General Conditions of Entitlement and conforms to the Ofcom Approved Complaints Code of Practice.

This Code applies to complaints made by residential customers and by small business customers — businesses or charitable organisations with 10 or fewer employees — about our telecoms services, including hosted telephony, SIP trunks, call services, mobile and broadband.

We will provide a copy of this Code free of charge on request, in a durable medium, and in alternative formats where reasonably required.

How to make a complaint

You can complain in any of the following ways. You do not need to complain in writing, and we will not require you to use any particular method.

Telephone: 01480 570339

Email: cs@puzzletech.co.uk

Post: Complaints, Puzzle Technology Ltd, Ground Floor, 1 Avro Court, Ermine Business Park, Huntingdon, PE29 6XS

Through our service desk: by raising a ticket in the usual way and telling us that you wish it to be treated as a complaint

Our office hours are 09:00 to 17:00, Monday to Friday, excluding public holidays.

If you have difficulty communicating with us in any of these ways, tell us and we will agree a reasonable alternative with you. You may ask someone else to complain on your behalf, provided you have authorised them to do so.



What happens when you complain

We record it. Every complaint is logged with the date received, who raised it, what it concerns and how it was made.

We acknowledge it. We will acknowledge your complaint within two working days of receiving it and tell you who is dealing with it.

We investigate it. We will look into what has happened, contact any third party supplier involved where necessary, and keep you updated on progress.

We respond. We aim to resolve complaints within ten working days. Where a complaint is more complex, or depends on a third party supplier, we will tell you why it is taking longer and give you a revised timescale.

We tell you the outcome. We will explain our conclusion, what we propose to do about it, and — if we are not upholding the complaint — why.

Where we accept something has gone wrong, we will put it right. Depending on the circumstances that may mean fixing a fault, correcting a bill, refunding a charge, or another remedy appropriate to what has happened.

If you are not happy with our response

Ask us to review it. If you are not satisfied with the outcome, tell the person handling your complaint that you wish it escalated. It will be reviewed by a director, who will respond within ten working days.

Take it to an independent scheme. If we cannot resolve your complaint to your satisfaction, you can refer it to an independent alternative dispute



resolution (ADR) scheme. The scheme is free to you, independent of us, and its decision is binding on us.

You can go to ADR if:

- six weeks have passed since you first made your complaint and it is still not resolved; or

- we write to you to say we can do nothing further (a "deadlock letter"). You can ask us for a deadlock letter at any point and we will not unreasonably refuse.

Where your complaint is still unresolved after eight weeks, we will write to you to tell you about your right to go to ADR, unless we have already sent you a deadlock letter.

Our ADR scheme

We are a member of **CISAS**, which is operated by the Centre for Effective Dispute Resolution (CEDR) and approved by Ofcom.

Website: www.cedr.com/consumer/cisas

Telephone: 020 7520 3814

Post: 100 St. Paul's Churchyard, London, EC4M 8BU

CISAS is independent of Puzzle Technology. It will look at your complaint afresh and can require us to take action, including apologising, explaining what happened, taking corrective steps, or paying compensation.

You must refer your complaint to CISAS within twelve months of receiving our deadlock letter or of the eight week point, whichever applies.

Complaints we may not take further

We may decline to investigate a complaint where it is frivolous or vexatious.

Where we do so we will tell you in writing, explain why, and tell you about your right to go to ADR. We will keep a record of the decision and our reasons.

Records

We keep records of complaints and how they were handled for at least twelve months, and use them to identify where our service needs to improve.

Where to find this Code

This Code is published at puzzletech.co.uk/telecoms-complaints-code and is linked from our website's contact page. It is also referred to in our Terms and Conditions of Business.

If you would like a copy in another format, or have any questions about how we handle complaints, please contact us using the details above.

Puzzle Technology Ltd is registered in England and Wales, company number 10006894. Registered office: Ground Floor, 1 Avro Court, Ermine Business Park, Huntingdon, PE29 6XS.

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Version control

Approved by robert.childs@puzzletech.co.uk on 22 Sept 2026.

Version	Status	Actions	Action by	Date
1.0	Draft	Initial version. Initial Document Uploaded	robert.childs@puzzletech.co.uk	22 Sept 2026
1.0	Approved	Reviewed and approved at version 1.0. Reviewed	robert.childs@puzzletech.co.uk	22 Sept 2026