



How do I make a format complaint?

We aim to deliver a great service to our customers however we recognise that sometimes things don't go to plan. It is important to us that we have an opportunity to make things right.

1. In the first instance please contact a member of our Customer Experience team via chat using this link. <https://onestream.co.uk/livechat>
2. If we have been unable to resolve your complaint via chat, please email us at complaints@onestream.co.uk

Alternatively you can write to us at: Onestream, Unit 15, Fulcrum 2, Whiteley, Hampshire, PO15 7FN

What happens next?

Your complaint will be handled by our dedicated complaint handling team, who will undertake an investigation. You will receive a response to your complaint within 7 days, although we will endeavour to respond to you sooner.

If we are unable to resolve your complaint

Onestream are a member of the Communications Ombudsman, who are an independent dispute resolution service. Their role is to arbitrate on disputes between Onestream and our customers in scenarios where a resolution has been elusive, after a period of 8 weeks from the date of your initial complaint.

Communication Ombudsman's address is:

PO BOX 730

Warrington

WA4 6WU