



onestream

Complaints Code

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Our aim is to provide excellent service to our customers however we know that things can still go wrong. We take our customer complaints very seriously and therefore will be treated with urgency. If you are not satisfied with any aspect of the service we provide, please follow the outlined process in order to make a formal complaint.

How to raise a complaint?

- **MyAccount:** Our fastest way to contact us is by clicking on [MyAccount](#) via our help article 'How do I make a formal complaint?' And logging into your account. This will take you straight to a window where you can type in your complaint details and submit directly into our dedicated team
- You can write to us: Onestream, Unit 15, Fulcrum 2, Whiteley, PO15 7FN
- You can call us: 0333 188 1326

What do you need to include?

Please provide us with a summary of the relevant details, if raised through my account we will automatically have your details however if speaking to us or writing in, please provide your full name address and account number. We would also like to know how you would like your complaint resolved.

Once we have received your complaint, we will endeavour to respond within 3 days, your complaint will continue to be handled by a dedicated person within our specialist team.

Should you feel dissatisfied with the way your complaint is being handled you can request to escalate through this process to someone more senior to resolve your issues.

In the unlikely event that we have not been able to resolve your complaint you have the right to contact our communications Ombudsman under the independent dispute resolution service 8 weeks from the date you open your complaint.

Communications Ombudsman

P.O. Box 730

Warrington WA4 6WU

0330 440 1614

enquiry@commsombudsman.org