



Complaints Code of Practice

How we handle complaints from our residential customers



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We're all about providing the best possible experience.

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Our aim

We're all about providing the best possible experience.

Despite this, we realise that **sometimes things can go wrong**. When they do, we want to know, so that we can make them right.

This Complaints Code of Practice gives you all the information you require, if you need to complain. It tells you:

- How to get in touch if you're not happy
- What we'll do and when
- What to do if things still aren't right

If you can't raise a complaint yourself, you can ask someone with access to your information to do it for you.

If you'd like a paper copy of this Complaints Code of Practice (for free) please ask us, using the contact details on the next page.

For more information on SCG, please visit our website: www.scgliving.co.uk.



Contact us

How you can get in touch with us if you have a formal complaint.

If you want to make a formal complaint be sure to include the account number and telephone number of the service you're complaining about. That's because these details help us process it faster. We'll normally get back to you by phone, but will confirm any conversation in writing if you ask us to.

The quickest way to get in touch is by phone **01453 700900 or email **customerexperience@scgliving.co.uk**.**

We aim to make it as easy as possible for you to reach us, so to make sure this happens we won't give you multiple numbers to call, or leave you to wade through endless options to get through to someone. One simple number will get you through to our dedicated Formal Complaints team.



What to do

What to do and when to do it.

01

ONCE YOU HAVE COMPLAINED

The Complaints Department will take details of your issue and handle your enquiry with the intent of providing a resolution to the matter as quickly as possible.

02

IF YOU ARE NOT HAPPY

You can request that the matter is escalated to the Senior Escalations Co-Ordinator who will take full ownership of the complaint and work towards a resolution involving the key people required.

03

NEXT STEP

If the matter is still not resolved, it will be escalated to the relevant Director who will undertake a full review of the complaint and aim to resolve within 10 working days. If we are unable to provide a suitable resolution, we will provide you with a letter or email of 'deadlock', outlining our position.

04

WE WILL ONLY CLOSE YOUR COMPLAINT

When you say it is resolved or we have not heard from you within 28 days. We will try to contact you before we close the complaint.

Next steps

What to do if things are still not right.

You can pass your complaint to our **Alternative Dispute Resolution scheme (which is run by Ombudsman Services: Communications)**, if:

- Your complaint has been going on for six weeks. We'll write to remind you about your right to refer the complaint to the Ombudsman or;
- We've sent you a 'deadlock' letter or email which means there's nothing more we can do to solve your complaint. You can ask for a 'deadlock' letter or email at any time but please give us the chance to try and fix the problem first.

Ombudsman Services: Communications provides a free outcome-independent service for customers who aren't satisfied with the final outcome of their complaint.

They'll only take complaints that sit with the Alternative Dispute Resolution scheme. They can't deal with complaints about commercial policy (like our prices or broadband availability).

To see what complaints can be reviewed by the Ombudsman, [click here](#).



You must contact the Ombudsman within 12 months of getting your 'deadlock' letter.

You can:

- Find out more at <https://www.commsombudsman.org>;
- Phone them on 0330 440 1614;
- Write to them at Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU.

You'll need the information below to complete the online form:

- Our name **SCG**
- Our website **www.scgliving.co.uk**
- Our geographical location (Group postal address) **Glebe Farm, Down St, Dummer, Basingstoke RG25 2AD, United Kingdom**
- Our email address for ODR based complaints **customerexperience@scgliving.co.uk**

Ofcom

The Office of Communications

Ofcom is the regulatory body for the communications industry. Ofcom oversees our service provision within the terms of the Communications Act 2003 that are relevant to us.

Privacy Policy

How we manage, use, disclose, and gather your data.

We are committed to protecting your privacy. All personal information and details related to your complaint are handled with the utmost confidentiality and in accordance with applicable data protection laws.


SCG | Living



Here to help you communicate

Please do give us a call – we promise you won't have to wade through automated choices and will be put straight through to one of our helpful Customer Experience Agents, who will be delighted to talk to you about your requirements.

Alternatively, you can check us out at www.scgliving.co.uk.