

# Complaints Procedure

## 1. About Us

Established in 2010, Chicane Internet is a well established Internet Service Provider in the UK and supplies leased lines, fixed line services and broadband connections. The company is a highly respected and successful ISP with a reputation for consistently high quality service. In 2020 Chicane Internet began trading as ChicaneConnect

Chicane Internet provides a full range of high quality services to predominantly business users, from the latest in high speed DSL Broadband Internet access to Hosted Telephony solutions built around our own OpenSource derived application development.

Additional services include ISDN Network connection, permanent Leased Line connectivity, Integrated systems and Virtual Private Networking.

## 2. The purpose of this document

The purpose of the complaints procedure is to provide full information about your options if you wish to complain about your service that you may have received or if we are unable to resolve an issue to your satisfaction.

## 3. Contact details

Our contact details can be found at <https://www.chicaneconnect.co.uk/contact-us/>

Our opening hours are Mon - Fri 9:00 - 17:30 or via email 7 days per week (evenings and weekends is a reduced service via email only)

Chicane Internet is regulated by OFCOM (<http://www.ofcom.org.uk/>) whose contact details are as follows:

Ofcom Contact Centre Riverside House 2a Southwark Bridge Road London SE1 9HA

Tel: 020 7981 3040

E-mail: [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)

## 4. Our record with complaint handling

Chicane has a fairly informal, customer focused complaint handling procedure because we are very proud to inform you that we have never had to utilise the services of the more structured process of The Ombudsman Service that we are subscribed to.

In fact we do everything in our power to help ensure that you never have to resort to this process.

However if it transpires that we cannot resolve your complaint to your satisfaction despite our best efforts we will need to refer you to our more formal dispute resolution service.

## 5. What to do In the first instance

5.1. **Notice an issue with our service** and contact us - details of which are here: <https://www.chicaneconnect.co.uk/contact-us/>

**Send an email** to [support@chicaneconnect.co.uk](mailto:support@chicaneconnect.co.uk) - your problem will be recorded in our customer support logs and we will respond immediately via email and aim to deal with most issues within 24 hours. Sometimes where third party companies are involved we may need to wait for them to respond to our requests for a resolution to a service issue - it normally takes large companies a lot longer to respond to us than it takes for us to respond to you.

**Alternatively Ring us on 01473 358222**

5.2. **If we are unable to fix your issue** within a reasonable time, contact us to log a formal complaint and supply evidence to support your case.

5.3 **Work with us to fix the problem**, get in touch and chase us for an update. We will respond in writing with as much detail as possible about your complaint, why the problem is proving

difficult to resolve, or the problem is outside our control. Furthermore, we will always try to be creative in order to bring the issue to an amicable conclusion.

**5.3 Wait six to eight weeks for a resolution or deadlock letter** If we can't find a way of resolving your complaint during this time, as a last resort we will write to you formally declaring that we are at a deadlock. 'This is a deadlock letter' - explained here:  
<https://www.ombudsman-services.org/how-it-works#deadlockletter>

**5.4 Then, if you wish, you can escalate the complaint** to The Ombudsman Service - an alternative dispute resolution service that we have elected to use as a last resort to settle things to the satisfaction of you and Chicane.

The contact details for the ombudsman service can be found here: <https://www.ombudsman-services.org>