



Complaints Procedure & Dispute Resolution Policy

Version Date: 022026

1. Our Commitment

NetLinQ UK Ltd is committed to delivering high standards of service to residential and business customers.

Where concerns arise, we operate a structured complaints handling procedure to ensure matters are addressed fairly, promptly and transparently.

This procedure applies to residential customers, small businesses and microenterprises as defined by Ofcom.

2. What Is a Complaint?

A complaint is any expression of dissatisfaction, whether justified or not, relating to:

- The provision of our telecommunications or IT services
- Billing or contractual matters
- Service quality or support
- Regulatory or compliance concerns

Routine service requests or fault reports are not treated as complaints unless dissatisfaction is formally expressed.

3. How to Make a Complaint

Complaints should be submitted in writing to:

Email: hello@netlinq.co.uk

Postal Address: NetLinQ UK Ltd Suite 2, The Point, Mayfield Rd, Ilkley LS29 8FL

To assist us in resolving your complaint efficiently, please include:

- Your name and contact details
- Service reference (if applicable)
- Description of the issue
- Relevant dates and supporting information

4. How We Handle Complaints

Stage 1 – Initial Review

We will acknowledge your complaint within one (1) Business Day.

We aim to provide a substantive response within five (5) Business Days following investigation.

Stage 2 – Escalation

If you are not satisfied with the initial response, you may request escalation.

Your complaint will be reviewed by senior management and a written response will be issued following further investigation.

5. Resolution Timeframe

We aim to resolve complaints as quickly as possible.

If your complaint remains unresolved after eight (8) weeks, or we issue a written 'deadlock' letter confirming our final position, you may refer the matter to Alternative Dispute Resolution (ADR).

6. Alternative Dispute Resolution (ADR)

NetLinq UK Ltd is a member of Ombudsman Services: Communications.

Website: www.ombudsman-services.org

Ombudsman Document is located [here](#)

ADR is available to residential customers, small businesses and microenterprises (as defined by Ofcom).

The Ombudsman service is independent and free of charge to eligible customers.

7. Regulatory Rights

This procedure is provided in accordance with Ofcom's General Conditions of Entitlement.

Nothing in this procedure affects your statutory rights.

8. Record Keeping

We maintain records of complaints for regulatory compliance and quality assurance purposes.

9. Updates to This Policy

We may update this procedure from time to time. The latest version will be published on our website.