



**COMMS
COUNCIL
UK**

THE VOICE OF ADVANCED COMMUNICATIONS

Comms Council UK Code of Practice Complaints Procedure

Comms Council UK recommends that customers choose providers of next generation communication services who are members of Comms Council UK and comply with our strict Code of Practice. Please note that as Comms Council UK has recently rebranded from ITSPA as a trading name. The current code still refers to ITSPA, until this is changed at the next AGM. All references to ITSPA and Comms Council UK are interchangeable.

Our Code of Practice enables customers of Comms Council UK members to make complaints about a breach of the Code of Practice directly to Comms Council UK. We cannot become involved in complaints regarding non-Comms Council UK members.

The following information should be read before making a complaint about an Comms Council UK member:

- The Code of Practice complaint against a Comms Council UK member should first be registered with the member in question and an attempt made to resolve the issue.
- If the complainant hasn't attempted to address it with the Comms Council UK member in the first instance, then the Secretariat will forward the complaint to afford the Comms Council UK member a chance to resolve it themselves.
- If the complaint is presented to Comms Council UK with evidence that it has not been resolved by the Comms Council UK member, or it hasn't been resolved within 8 weeks of it being sent by the complainant to the Comms Council UK member or forwarded to the Comms Council member, then the Comms Council UK Board will review the complaint and decide on appropriate action within 3 months of it being referred to the Board.

Further details are provided within the Comms Council UK Code of Practice itself, including the possible sanctions that the Comms Council UK Board can pursue, should a member contravene the Code of Practice.

Comms Council UK has no power to arbitrate any dispute, this complaints procedure relates solely to an allegation that an Comms Council UK Member has breached the Code of Practice and potential sanctions if such a breach is demonstrated.

The Complainant should be referred by the Comms Council UK member to any statutory recourse it may have pursuant to General Condition 4 [here](#) or other legal instrument in the course of normal complaints resolution; such regulatory compliance is itself part of the Code of Practice. The Code of Practice can be viewed in its entirety on the Comms Council UK website.