



ITSPA Code of Practice Complaints Procedure

ITSPA recommends that customers choose providers of next generation communication services who are members of ITSPA and comply with our strict Code of Practice.

The ITSPA Code of Practice enables customers of ITSPA members to make complaints about a breach of the ITSPA Code of Practice directly to ITSPA. ITSPA cannot become involved in complaints regarding non-ITSPA members.

The following information should be read before making a complaint about an ITSPA member:

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

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

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

The Complainant should be referred by the ITSPA member to any statutory recourse it may have pursuant to General Condition of Entitlement 14 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 ITSPA website [here](#).