

## Thinking Fish

### Complaints Procedure

The Thinking Fish complaints procedure has three stages, which will be answered in no longer than 3 days, detailed below. We aim to resolve the majority of complaints at stage one, but if you remain unhappy you may take your complaint to the second or third stage.

#### Stage One

- Please contact the supervisor of the department your complaint relates to. This can be done by [email or phone call](#)
- **Once you have outlined the problem, we will:**
  1. Try to deal with the complaint on the spot where it is straightforward and easily resolved. We will also ensure that we investigate what led to the complaint to see whether there are any actions we can take to avoid a similar problem arising again.
  2. For more complex complaints, we will carry out a thorough investigation and where we have made a mistake, we will try to put it right. We will advise you of any conclusion that will be used to improve our service.
  3. Where we have to seek further information on a complaint we will advise you when a response can be expected, if for any reason the complaint can not be addressed within the given time period.
  4. Where the complaint is about something outside our control, we will advise how the issue can best be taken up and with whom if we can.

#### Stage Two

5. If you are unhappy with the response you have received at stage one, you can go to the next stage of the complaints procedure and refer your complaint to the relevant senior manager. In order to ensure that your complaint is now dealt with at stage two please clearly mark it as a "Stage Two Complaint".
6. A senior manager will then investigate your complaint and aim to give you a response within 20 working days.

#### Stage Three

7. If you are still not happy with the response you have received, you can ask for your complaint to be dealt with by the Thinking Fish Management Team. Your complaint will be heard at the first available time and we will aim to give you a response within 20 working days. Again, please ensure that you highlight this as a "Stage Three Complaint".

## Contact us

For information on how to contact us please visit the [contact page](#).

## Ombudsman Service - Only applicable to complaints in relation to telephone services, broadband Internet services or Wifi Internet services.

If after Stage Three you are still not happy with the response you have received, you can then make a complaint to the Ombudsman Service. The Ombudsman Service is available to you if you are a consumer or a small business (less than 10 people).



## Do you have a complaint?

At Ombudsman Services: Communications we resolve complaints from consumers about public communications companies (including phone and broadband companies) that are signed up to our service. Consumers can use our service free of charge.

To find out more call us on 0330 440 1614 (Mon-Fri, 9am-5pm) or visit [www.ombudsman-services.org/communications](http://www.ombudsman-services.org/communications)

We can provide information in other languages and formats.