Our complaints procedure

We pride ourselves on delivering a first-class service to all of our customers, however, should our service not have lived up to your expectations for any reason at all then please do not hesitate to contact us and we will endeavour to resolve the issue for you. To ensure that your complaint is received and processed as efficiently as possible, we have developed a complaints procedure which clearly sets out the steps that you need to follow.

Contacting us

If you would like to make a complaint about our service, please use one of the following contact methods.

Telephone  (+44) 203 983 8770, Monday to Friday between 9 am and 5.30 pm  
Email [complaints@nebulainsight.com](mailto:complaints@nebulainsight.com) By post to Complaints, Nebula Insight, 4 Kirton Close, Hornchurch, Essex, RM12 6TU.

Please ensure that whichever method of contact you choose to use, that you have the following information that will enable us to deal with your complaint as efficiently as possible.

* Company name and account number (located on any of your invoices)
* Name, contact phone number and postal address
* Nature of the complaint, including any relevant detail

Once we have logged all of the details of your complaint, we aim to supply you with our initial response within five workings days and resolve all complaints within 20 working days from when you notify us. With more complex cases, this can take longer, but in these instances, we would ensure that you are notified of the progress at regular weekly intervals.

Taking further action

If we have not been able to resolve your complaint to your satisfaction within 40 working days from when you notified us, we will send you a letter confirming this.

This letter is normally referred to as a *deadlock letter* and confirms that there is nothing more we can do with respect to your complaint.

When you have received the deadlock letter from us, you may wish to refer the complaint to one of the following two organisations.

* The Office of Communications (Ofcom) if you are a large business
* The Ombudsman Service if you are a small business

The Office of Communications (Ofcom)

The Office of Communications (Ofcom) are the body set up by the Government to monitor and regulate telecommunications within the UK. Ofcom aims to provide the best possible deal for customers in terms of quality, choice and value for money.

Office of Communications (Ofcom)  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

Telephone 0300 123 3333 or 020 7981 3040. Monday to Friday from 9am to 5pm  
Email [contact@ofcom.org.uk](mailto:contact@ofcom.org.uk)Website [www.ofcom.org.uk](https://www.ofcom.org.uk/)

The Ombudsman Service

The Ombudsman Service is a free and independent service that deals with complaints by residential and small business customers against member telecommunications companies.

Ombudsman Services: Communications  
PO Box 730  
Warrington  
WA4 6WU

Phone:  0330 440 1614  
Fax: 0330 440 1615  
Textphone: 0330 440 1600

Phone lines are open Monday to Friday from 9am until 5pm, closed at the weekends, on bank holidays and between Christmas and New Year.

Please note, 03 numbers, introduced by Ofcom are an alternative to chargeable 08 numbers such as 0845. Calls to 03 numbers cost the same or less than calls to 01 and 02 prefixed numbers and are included as part of any inclusive minutes or discount package. These rules apply to calls from any type of line including mobile, fixed line or payphone.

If you need to write to them, you can do so using the following address:

Email (contact form) [www.ombudsman-services.org/contact-us](http://www.ombudsman-services.org/contact-us-communications.html)Website [www.ombudsman-services.org](http://www.ombudsman-services.org/)