



Complaints Procedure

We are regulated by PhonepayPlus (formerly ICSTIS) on advertising and promoting, and the content of, premium-rate services.

We are committed to the regulations which gives you peace of mind knowing that you are dealing with a professional organisation. However if you think we have been unprofessional, or have not provided a satisfactory service, you can write to us informing us of why you feel that you have not received a satisfactory service. After investigation of the complaint we will respond to you in writing. If you are dissatisfied with our response to your complaint you can then complain to the PhonepayPlus directly.

In your complaint please include:

- 1. Your contact details, Name, address, telephone numbers and e mails address.**
- 2. Full details of your complaint with any supporting paperwork if possible.**

How we will handle your complaint:

- 1. We will acknowledge receipt of your complaint if received during normal working hours within 4 hours.**
- 2. Your complaint will be investigated within 3 working days and either concluded or correspondence to clarify your complaint will be forwarded within this period. Some complaints may take longer to investigate if a third party and its data is involved.**
- 3. If you are not satisfied with our findings we will explain our decision and refer you to PhonepayPlus web page (see 'Complaints about PRS').**
- 4. If it is decided that a refund is required, an offer in writing is made. If you accept, you will need to sign back approval and provide bank details. The refund will be transferred by BACS upon receipt of this information.**

Please write to;

**Customer Complaints Department
Link47 Limited
470 Avenue West
Skyline 120
Great Notley
Braintree
Essex
CM77 7JR**

**Or Telephone: 01376 552022
Or Fax: 01376 310145**