



## **Modutel Complaints Code – Business Customers**

We aim to maintain the highest service standards for our business clients. This code outlines how you can make a complaint and what you can expect from us.

### **How to Make a Complaint:**

- By phone: 023 8051 8847
- By email: [customerservice@modutel.co.uk](mailto:customerservice@modutel.co.uk)

### **Complaints Process:**

1. Acknowledge within 3 working days.
2. Initial response within 5 working days.
3. Resolution typically within 10 working days.

### **Escalation:**

If unresolved, the issue will be escalated to a senior manager. Where appropriate, business clients may be eligible for ADR via CISAS.

### **ADR (Alternative Dispute Resolution):**

CISAS provides an impartial service to help resolve complaints.

Website: [www.cedr.com/cisas](http://www.cedr.com/cisas)

Phone: 020 7520 3827

Email: [cisas@cedr.com](mailto:cisas@cedr.com)

