Millbeck Communications Limited

Complaints Procedure

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Millbeck Communications Limited

Unit 12, Pool Business Park,

Pool Road

Pool in Wharfedale

LS21 1FD

Tel: +44 113 548 0770
www.millbeck.co.uk

Millbeck.

Contents

1. Overview
2. How to Make a Complaint
3. What to Expect
4. How to Escalate a Complaint
5. Alternative Dispute Resolution
6. Extra Help and Accessibility
7. Contact Details

1. Overview

Millbeck Communications Limited ("Millbeck Communications", "we", "us") provides Internet of Things (IoT) and Machine-to-Machine (M2M) connectivity, mobile voice and data services, mobile broadband and related hardware and services to business customers.

This procedure is our customer complaints code. It applies to complaints about any of our products and services, including:

- IoT and M2M connectivity SIMs;
- mobile voice and data SIMs, including any handsets or devices supplied with them;
- mobile broadband SIMs;
- value-added services such as Private APN and Public IP; and
- billing, account management and the way we have handled a previous complaint.

A complaint is any expression of dissatisfaction made to us about our products or services, or about how we have handled a complaint, where you expect a response or a resolution.

We recognise that things can go wrong. This procedure explains how to make a complaint, what to expect from us, and what you can do if you are not satisfied with the outcome. It is referred to in the terms and conditions for our services and is available free of charge at https://millbeck.co.uk/legal/terms-and-conditions.

2. How to Make a Complaint

Our Customer Services team handles day-to-day requests such as service changes, fault reports and billing queries, and can often put things right straight away. If you are unhappy with our products, services or support, you can make a complaint free of charge by any of the following means:

- **By telephone:** call 0113 548 0770 and say that you wish to make a complaint. Calls are charged at standard geographic rates.
- **By email:** email info@millbeck.co.uk with "Complaint" in the subject line.
- **In writing:** write to Complaints, Millbeck Communications Limited, 6 Arena Park, Tarn Lane, Leeds, LS17 9BF.

To help us investigate quickly, please tell us:

- your company name and account number;
- your name and the best way to contact you;
- the SIM number(s), mobile number(s) or ticket reference(s) involved;
- what went wrong and when it happened; and
- what you would like us to do to put it right.

Someone else, such as a colleague, adviser or representative, can make a complaint on your behalf. We will need your permission before we discuss your account with them.

3. What to Expect

- We will acknowledge your complaint within one working day of receiving it and tell you who is handling it.

- The manager handling your complaint will investigate it and keep you updated at intervals agreed with you.
- We aim to resolve all complaints within two weeks. If we need longer, we will tell you why and when you can expect to hear from us.
- When we reach our final position, we will confirm it to you in writing (by email or letter), explaining what we found, what we will do, and what you can do if you remain unhappy.

We keep a record of every complaint we receive and how it was resolved.

4. How to Escalate a Complaint

If you feel your complaint is not being handled to your satisfaction, you can ask for it to be escalated to a senior manager. You can do this in the same ways as making the original complaint (by telephone, email or in writing), stating that you want your complaint escalated to senior management. A senior manager will review how your complaint has been handled and its outcome.

Escalating your complaint does not affect your right to use the Alternative Dispute Resolution scheme described in section 5.

5. Alternative Dispute Resolution

If we cannot resolve your complaint, you may be able to refer it to an independent Alternative Dispute Resolution (ADR) scheme. Millbeck Communications is a member of the Communications Ombudsman (formerly Ombudsman Services: Communications), an ADR scheme approved by Ofcom.

Who Can Use It

The Communications Ombudsman considers complaints about communications services from residential customers and from small businesses with no more than ten individuals working for them. Please check the Communications Ombudsman website for its current eligibility criteria.

When You Can Use It

You can refer your complaint to the Communications Ombudsman:

- if your complaint has not been resolved six weeks after you first made it to us; or
- sooner, if we write to you confirming that we have reached our final position and will not review your complaint further (this is known as a deadlock letter).

In either case, we will write to you (by email or letter) to confirm your right to refer the complaint to the Communications Ombudsman and to give you its contact details. You will then normally have 12 months from the date of our letter to refer your complaint.

How It Works

Using the Communications Ombudsman is free. It is independent of Millbeck Communications and will consider both sides of the complaint before reaching a decision. If you accept the decision, we are bound by it. You do not have to accept it, and you remain free to pursue other options, including through the courts.

Customers who are not eligible to use the Communications Ombudsman can still escalate a complaint under section 4 and use the escalation procedure in our General Terms.

6. Extra Help and Accessibility

Please tell us if you need extra help to make a complaint, for example because of a disability or other circumstances. We will agree with you the way of communicating that works best for you.

This procedure is available free of charge in large print, Braille or another accessible format on request. If you are deaf, hard of hearing or speech-impaired, you can contact us through Relay UK by dialling 18001 followed by 0113 548 0770.

7. Contact Details

Millbeck Communications Limited

Unit 12, Pool Business Park,
Pool Road
Pool in Wharfedale
LS21 1FD
Telephone: 0113 548 0770
Email: info@millbeck.co.uk
Website: www.millbeck.co.uk

Our Alternative Dispute Resolution Scheme: Communications Ombudsman

PO Box 730, Warrington, WA4 6WU
Telephone: 0330 440 1614
Email: enquiry@commsombudsman.org
Website: www.commsombudsman.org

UK Telecoms Regulator: Office of Communications (Ofcom)

PO Box 1285, Warrington, WA1 9GL
Telephone: 0300 123 3333
Website: www.ofcom.org.uk

Ofcom does not resolve individual complaints on behalf of customers, but it uses the information it receives to monitor how providers treat their customers.