



Kiera Bower  
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20 November 2013

Dear Kiera

**TEXT RELAY: BT request for Ofcom Approval of the Next Generation Text Service (NGTS) – Complaint Handling**

Further to our discussion requiring the relay service provider to have a complaints handling procedure in place and that this operates in a fair and timely manner. I can confirm this is the case and our process is set out below.

*Our aim is to solve any problem to your complete satisfaction, and our helpdesk advisers will try to do this as quickly as possible, preferably during a phone call or email exchange. If we can't do this, we'll agree with you what we can do. We aim to respond to a letter within ten working days, an email within five working days and if we can't sort out your complaint when you phone us, we'll call you back within five working days.*

*If your complaint requires further investigation, it might take up to ten working days for us to investigate and respond to you.*

*We'll try to sort out your complaint on the spot but whatever happens, we'll respond and try to keep you regularly updated if it's going to take a while to check into things. If an advisor can't sort out your complaint, we'll escalate it. A manager will then work with you to try and sort out the problem. If that doesn't work out, we'll escalate to either the Centre Manager or NGTS Product Manager.*

*We settle most complaints by this stage but, if not, we'll explain our final position. In some cases, we might send you a 'deadlock' letter. This means there's nothing more we can do.*

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BT is an ISO 9001 Registered  
Company

*You can ask for a manager to review your complaint at any time if our adviser hasn't been able to help and hasn't already offered to refer to a manager.*

This procedure will be available on the [www.ngts.org.uk](http://www.ngts.org.uk) website at the time of launch.

End-users wishing to complain about a poor experience directly due to the NGTS relay service should contact the NGTS at [www.ngts.org.uk](http://www.ngts.org.uk) or direct to the NGTS helpline. This will allow us to begin an investigation of the complaint as soon as we receive it. The NGTS can only investigate complaints that relate to the NGTS service itself, which might be:

- Complaints about the relay assistant (their manner, level of understanding, the speed/accuracy of the call, etc);
- Complaints about a technical failure of the NGTS provided app software/functionality;
- Complaints about the TextNumber setup process or the TextNumber functionality.

However, the NGTS cannot resolve all complaints.

- For complaints about how a business/organisation contacted using text relay handled their call, (complex call steering, disconnection etc), end-users should contact that business/organisation or their representative body.
- For complaints about the telephone service (e.g. a fault, billing, or being unable to make a call through text relay) end-users should contact their Communications Provider (BT customers should contact BT Customer Service who will follow BT's Consumer and Small Business complaint procedure:

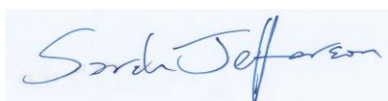
<http://www.btplc.com/Thegroup/RegulatoryandPublicaffairs/Codeofpractice/CustomerComplaintsCode/index.htm>.

BT will also provide information on [www.ngts.org.uk](http://www.ngts.org.uk) to help customers, Communications Providers, and businesses/organisations resolve complaints they receive from end-users unhappy about these elements of the service they have experienced when using text relay.

In addition to the complaints from end-users of the service, BT also has agreed industry timescales for resolving any Communications Providers' issues that arise from supply of wholesale services such as NGTS.

I trust this information is sufficient for you to proceed with the approval process for the BT NGCS. However, please contact me if you have any questions or need any more information.

Yours sincerely,



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