

Code of Practise

Confidentiality

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. We extend the same standards to all our customers, suppliers and associates.

Ethics

We always conduct our own services honestly and honourably, and expect our clients and suppliers to do the same. Our advice, strategic assistance and the methods imparted through our training, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.

Duty of care

Our actions and advice will always conform to relevant law, and we believe that all businesses and organizations, including this consultancy, should avoid causing any adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well-being of society at large.

Conflict of interest

Due to the sensitive nature of our particular consultancy services, we will not provide a service to a direct competitor of a client, and we generally try to avoid any dealings with competitor companies even after the cessation of services to a client.

Contracts

Our contract will usually be in the form of a detailed proposal, including aims, activities, costs, timescales and delivery. The quality of our service and the value of our support provide the only true basis for continuity. We always try to meet

our clients' contractual requirements, and particularly for situations where an external funding provider requires more official parameters and controls.

Fees

Our fees are always competitive for what we provide, which is high quality, tailored, specialised service. As such we do not generally offer arbitrary discounts; generally a reduction in price is only enabled by reducing the level or extent of services to be delivered. That said, we always try to propose solutions which accommodate our clients' available budgets and timescales. Wherever possible we agree our fees and basis of charges clearly in advance, so that we and our clients can plan reliably for what lies ahead, and how it is to be achieved and financially justified.

Payment

We aim to be as flexible as possible in the way that our services are charged. Some clients prefer fixed project fees; others are happier with retainers, and we try to fit in with what will be best for the client. We make no attempt to charge interest on late payments, so we expect payments to be made when agreed. Our terms are generally 30 days in arrears or prepaid depending of product supplied.

Intellectual property and moral rights

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our clients. In return we respect the moral and intellectual copyright vested in our clients' intellectual property.

Quality assurance

We maintain the quality of what we do through constant ongoing review with our clients, of all aims, activities, outcomes and the cost-effectiveness of every activity. We encourage regular review meetings and provide regular progress reports. This consultancy has been accredited under a number of quality assurance schemes. Further details are available on request.

Professional conduct

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

Equality and discrimination

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.

What to do if you are unhappy

If you are unhappy with any service or contract you have with us, please phone us on 08448882892 Monday to Friday between 09:30 and 17:00 hours excluding Bank Holidays. If you tell us you are not happy with the way we dealt with your enquiry or delivered a service, we will do our best to sort things out immediately. If we cannot do this, we will keep you informed about how long we expect to take to sort the matter out for you. If you are still not satisfied, please ask to speak to a manager. If you prefer, you can write to us explaining why you are unhappy and we will endeavour to respond within 10 working days. Our address is:

Open Telecom International
11 Winwell Field
Wadebridge
Cornwall PL27 6UJ
United Kingdom

We carefully monitor complaints so that we can avoid making the same mistakes again. If something goes wrong, we want you to tell us. Then we can put it right and make sure the same thing doesn't happen again to you or to someone else.

Independent dispute resolution

Communications (the Ombudsman). This is an independent dispute resolution service approved by the industry regulator for dealing with unresolved complaints

from domestic or small business customers. Small businesses in this context are defined as those undertakings for whom up to ten individuals work. If you are an eligible small business and are still unhappy 8 weeks after you have given us the chance to resolve your complaint, you can refer the matter to the Ombudsman.

We may refer you to the Ombudsman, if we cannot resolve the matter for you. In this case, we would issue a “deadlock letter”, which allows the Ombudsman to look at your complaint earlier than 8 weeks after you have raised it with us.

Their contact details are:

Post: Ombudsman Services: Communications

PO Box 730

Warrington

WA4 6WU

Phone: 0330 440 1614

Textphone: 0330 440 1600

Fax: 0330 440 1615

E-mail: enquiries@os-communications.org

Website: www.os-communications.org

Other information

The Office of Communications (Ofcom) is the regulator for the UK telecommunications industry. They make sure communications companies meet their obligations under telecoms and competition laws and regulations. Their contact details are:

Office of Communications

Riverside House

2A Southwark Bridge Road

London SE1 9HA

Phone: 0300 123 3333 or 020 7981 3040

Textphone: 020 7981 3043

Fax: 020 7981 3333

Website: www.ofcom.org.uk

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