

The Q Mark for Customer Service Complaints Handling

ComReg, in association with EIQA (Excellence Ireland Quality Association), has created a new standard called The Q Mark for Customer Service Complaints Handling.

The Q Mark for Customer Service Complaints Handling offers you the only approved and certified 'continuous improvement' programme for electronic communications service providers.

What Does This Mean?

This means that your service provider actually learns from any mistakes made and endeavours to ensure that there is no repeat of an issue.

ComReg's Commitment to You

ComReg wants to ensure that you can depend on the customer service being offered to you by your service provider so that you can factor this into your decision making with respect to your selection of service provider.

The Q Mark for Customer Service Complaints Handling is a voluntary standard which is intended to provide a framework for consistency across the Irish electronic communications sector.

How Will I Know?

Ask your service provider if they hold the standard.

For phone and broadband price comparisons, log on to: www.callcosts.ie and check for the "Q".

Where Can I Find More Information?

For more information log on to: www.askcomreg.ie



Quality Approved and Certified

What The Q Mark for Customer Service Complaints Handling Can Do For You...

The Q Mark for Customer Service Complaints Handling is designed to minimise the time you have to spend on complaints resolution, whilst maximising a positive outcome for you.

If your service provider has been awarded The Q Mark for Customer Service Complaints Handling, this guarantees you that it has made a commitment to:

- Resolve the issue to the best of its ability
- Ensure that your complaint path is as easy as possible
- Analyse your issue before deciding on the best solution for you
- Track your issue so that everyone involved is up to speed
- Resolve your complaint in the least amount of time
- Learn from all feedback – positive or otherwise
- Identify the symptoms of a complaint in order to stop a recurrence of the issue
- Consistently improve its standard so that its Customer Service Complaints Handling system will always offer you the best standard of quality and excellence



The Q Mark
The Highest Standard of
Quality and Excellence



Commission for
Communications Regulation