Agents to read word from word:

I can confirm that your complaint has been and will be reviewed by our complaints handlers promptly.

Do you have a pen and paper to hand? – Yes

Your compliant reference number is [ref], please keep this safe until the complaint is resolved. I must inform you that when calling iTalk again in reference to this complaint to quote your customer reference and complaint reference number to the agent.

You will receive an acknowledgment of your complaint by letter within 14 working days, this will contain your complaint reference number and everything we have discussed today.

Once we have acknowledged your complaint we will investigate your complaint fully, making sure you are informed every step along the way and attempt to come to a solution that is satisfactory to you, we will then issue this solution in writing to you. However, if you are still dissatisfied with the final decision then you are welcome to take it to another authority.

iTalk would like to apologise for your experience and would like to thank you for raising your issue with us so we can improve our service.

Are there any further questions that you have?

Are there any other issues you wish to raise?