

## Complaints Code

### Introduction

We're sorry to hear that you would like to complain. We want to listen and learn from what you have to say and we're keen to get things right. Here's how we want to support you through this:

### How to make a complaint

All of our staff have been trained in handling complaints alongside their roles and we aim to resolve any issues within the department of enquiry. However, we do understand that when things are not answered or resolved to your satisfaction you may wish to raise it further.

There are several ways you can initiate our complaints process.

- You can ask the team member you are dealing with to log your complaint. This will mean that they will involve our Customer Services Department in all communication as well as officially logging it in our Complaints Register.
- You can email us at [complaints@spectruminternet.com](mailto:complaints@spectruminternet.com)
- You can call us by telephone on 029 200 22 345 and ask for customer services
- You can send us a letter by Post: Customer Services, Spectrum Internet, Charnwood House, Collivaud Place, Ocean Way, Cardiff, CF24 5HF

### Request for a different format

Customers requiring this code as a hard copy, large print or another format can request from our customer services department by emailing [customer.services@spectruminternet.com](mailto:customer.services@spectruminternet.com) or calling 029 200 22 345.

### Vulnerable Customers

If you feel you are vulnerable, or require extra assistance with your complaint, please advise a team member who will be happy to accommodate you. This can be either providing information in different formats, providing different methods of communication with us or with your permission, us corresponding with a third party such as a family member or friend.

### The process we'll go through for handling your complaint

Once your complaint has been received by our **Customer Services Department** it will be processed and you will receive a reply via email confirming that your complaint is being investigated. This will usually occur within **One Working Day**.

Our **Customer Services Department** will then investigate your complaint and reply to you with their findings within **Five Working Days**.

We hope that this team should be able to resolve the complaint with you but in the case of you not being satisfied with their response, upon your request, we will escalate to a **Director in the relevant department** who will investigate and reply via email within a further **Ten Working Days**. Please give the Director the opportunity to resolve your complaint first before contacting the Managing Director's office.

Should you still not be satisfied with the response from our Director, at your request the complaint will be escalated to our **Managing Director's Office** who will investigate and reply via email within a further **Fifteen Working Days**.

Finally, should you still not be satisfied, and we have failed to come to an agreement, a 'deadlock' letter will be issued via email, you are then entitled to take your complaint to ADR (Alternative Dispute Resolution).

## Your right to ADR (Alternative Dispute Resolution)

The purpose of ADR is to allow you to take your complaint further should we not resolve the complaint to your satisfaction within Eight Weeks or if we have exhausted our complaints process and have still not come to an agreement.

Following the issue of an 'ADR/deadlock' letter or if Eight Weeks have passed and still no agreement has been reached, you are entitled to take your complaint to ADR.

The ADR service is free of charge, it independently handles disputes between communication companies and consumers (domestic customers and small businesses).

Spectrum Internet is signed up to the following ADR Service. You can contact them in the event of the deadlock letter being sent to you or Eight weeks have elapsed since you started your complaint with us:

### **Ombudsman Services: Communications**

By Post: PO Box 730  
Warrington  
WA4 6WU

Telephone: 0330 440 1614

Fax: 0330 440 1615

Textphone: 0330 440 1600

Website: <https://www.ombudsman-services.org/sectors/communications>

Email: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)