

CUSTOMER COMPLAINTS CODE

1 INTRODUCTION

- 1.1 This is our Customer Complaints Code and it was last updated on 1st April 2019.
- 1.2 At Fibrus, we take complaints very seriously. We'll try to fix anything you're unhappy with as quickly and effectively as we can. Your complaints give us a chance to put things right and help us improve our service to all our customers.

2 HOW YOU CAN MAKE A COMPLAINT

- 2.1 Our customer service advisors are trained to deal with customer complaints and should be the first people you contact. They will always attempt to resolve your complaint as quickly as possible. You can contact an advisor using any of the following methods:

(a) By phone

This is the best way for you to complain as it's the quickest way to get through to us. For complaints about your Fibre or FibreVoice service, call us on

02890 993 230

Lines are open 9am – 5.30pm (Monday to Friday).

(b) By email:

Email complaints to customerservice@fibrus.com

In your email, please include the following information as it will help us investigate your complaint more effectively:

- (i) your name;
- (ii) the date the problem occurred;
- (iii) your Fibrus account number;
- (iv) the names of any customer service advisors or managers you may have dealt with;
- (v) a description of your complaint

(c) By post

If you'd like to write to us, please address your letter to:

**Fibrus
Boucher Business Studios
Belfast
BT12 6QH**

In your letter, please include the following information as it will help us investigate your complaint more effectively:

- (i) your name;
- (ii) the date the problem occurred;
- (iii) your Fibrus account number;
- (iv) the names of any customer service advisors or managers you may have dealt with;
- (v) a description of your complaint

3 IF YOU NEED SPECIFIC HELP

- 3.1 We're committed to helping all customers contact us easily. If you can't send a complaint to us yourself, you can nominate someone to do it for you. If you've set up a nominated user for your account, the nominated person can make the complaint on your behalf. Otherwise, you can ask someone else to make the complaint for you. However, when they contact us, we will first need you to verify that you are happy with this.

4 HOW WE'LL INVESTIGATE YOUR COMPLAINT

- 4.1 If you contact us by:
- (a) phone, we'll find out more about your complaint, review any details we hold about you on our systems and try our best to resolve your issue. Depending on the nature of your complaint, our advisor may need to transfer you to a specialist advisor to deal with your complaint. If our advisor is unable to resolve your complaint, we'll explain why, tell you how long we think it'll take to fully resolve your complaint and explain how we'll keep you updated; or
 - (b) email or letter, we'll review your complaint in full taking into account any details we hold about you in our systems. Your complaint will then be passed to the most suitable department who will try to resolve your complaint. We'll normally respond by phone, unless this isn't possible, in which case we'll write to you.
- 4.2 We'll do all we can to resolve your complaint as fast as possible and will ensure that any service affecting issues are treated as priorities.
- 4.3 We aim to respond to complaints within 10 working days; however, this may not always be possible depending on the nature of your complaint. We'll let you know if this is the case.

5 IF YOU'RE STILL NOT SATISFIED

- 5.1 If you're not satisfied with our initial response to your complaint, please ask to speak to a manager. If a manager is not available immediately, they will try to contact you within 3 working days.
- 5.2 If you are still not satisfied after speaking to a manager, you may ask the manager to escalate your complaint to our CEO's Office. Please give the manager the opportunity to resolve your complaint first before contacting the CEO's Office. You can also send your complaint directly by post to the following address:

**Fibrus (CEO's Office)
Boucher Business Studios
Belfast
BT12 6QH**

- 5.3 The CEO's Office try to respond to every complaint received within 5 working days of receipt. You will be assigned a dedicated person who will own your complaint and keep you fully updated.

- 5.4 If you're still not satisfied after speaking with the CEO's Office, you can either:

- (a) ask the **Communications and Internet Services Adjudication Scheme (CISAS)** to independently review your complaint. Please note, CISAS will not accept cases that are less than 8 weeks old unless you have received a deadlock letter from the CEO's Office, which means there is nothing further we can do to resolve your complaint. You can contact CISAS using these details:

Web: **www.cedr.com/cisas/**

Post: **Centre for Effective Dispute Resolution
70 Fleet Street
London
EC4Y 1EU**

Phone: **020 7520 3827**

Textphone: **020 7520 3767**

Fax: **020 7520 3829**

Email: **cisas@cedr.com**

- (b) submit your complaint to the European Commission's Online Dispute Resolution Platform at the following address: **<http://ec.europa.eu/consumers/odr/>**. This website sets out further details about the ODR platform and how it works.