

## Complaints Code of Practice

Whilst we hope our customers never have a reason to complain, below you can find our Complaints Code of Practice (“Complaints Code”), which lets you know how to make a complaint and how to take your complaint further, if you need to.

If you’re unhappy with any part of our service, please contact us and we’ll do our best to resolve your complaint or query.

### About Us

Fibrus is a full fibre internet service provider (“ISP”). We’re a limited company registered in Northern Ireland and England. In Northern Ireland, we trade as Fibrus Networks Ltd under company number NI655901 and our registered office and main trading address is at Lanyon Plaza West Tower, 8 Lanyon Place, Belfast, Northern Ireland, BT1 3LP. In England, we trade as Fibrus Network GB Ltd under company number 13609662 and our registered office and main trading address is at Buckingham Corporate Services Limited First Floor, 85 Great Portland Street, London, United Kingdom, W1W 7LT.

We’re regulated in the UK by Ofcom, the UK communications regulator. We’re also a member of the Ombudsman Services (an independent alternative dispute resolution service).

### About this complaints code

Ofcom requires that all ISPs have a complaints code of practice to protect their:

- Residential customers;
- Small business customers (meaning business customers with 10 or fewer individual workers (including volunteers)); and
- Customers which are small not-for-profit organisations (these are business customers with 10 or fewer individual workers (excluding volunteers) which, under their own constitutions or by law, are (a) required (after paying their expenses/outgoings) to use all their income, and any capital they spend, for charitable or public purposes and (b) prohibited from (directly or indirectly) distributing any of their assets to their members, except for charitable or public purposes).

If you are such a customer of our services, this Complaints Code applies to you and when we refer to you in this document, we use “Customer”, “you” or “your”.

This Complaints Code covers the internet and/or telephone service (if you’ve chosen to use it) provided to you by Fibrus.

In this Complaints Code, all references to “we”, “us” or “our” are references to Fibrus.

## Handling Complaints

### Initial complaint

We're committed to addressing your complaints or queries as fairly and quickly as possible. All members of our staff are aware of our Complaints Code and will always follow it, to make sure this happens.

If you're unhappy with our services please let us know as soon as you can by contacting our Customer Support, using the contact details set out in this section below. We'll do our best to sort things out as quickly as possible. If you're not able to make a complaint yourself, someone else that you've "nominated" to manage your customer account on your behalf can make the complaint for you. To nominate someone please contact our Customer Support on:

Telephone: 0800 0991111

Live chat: [www.fibrus.com/contact](http://www.fibrus.com/contact)

Post: Fibrus Service Delivery Centre, 108 Dargan Crescent, Belfast. BT3 9JP

### How we'll respond

We'll try our best to sort out your complaint or query during your first call or chat with us, if you phone or use the Live chat option on our website to tell us about it. After telling us about your complaint, we'll try to sort things out within 48 working hours of receipt. Where it isn't possible to sort things out so quickly, we'll let you know the steps we plan to take to look further into and resolve your complaint. We'll also give you timeframes in which we'll try to do this. If you prefer to receive a written response from us, then please ask.

### Escalating your complaint

Once you have our response, if you're still unhappy, you can escalate the problem to our Customer Experience Team at [customerexperience@fibrus.com](mailto:customerexperience@fibrus.com). You can also send them a letter or contact them at the address set out above. Once they've received your email or letter, they'll acknowledge it within 48 working hours and aim to respond to you within 10 working days.

If, after this, you remain unhappy about how we handled your complaint, please let our Customer Experience Team know using the same contact details. Our Customer Experience team will then confirm its final proposed resolution to your complaint.

### Resolved complaints

We'll treat your complaint as resolved in a way you're happy with, if:

- You've clearly let us know that this is the case; or
- You don't tell us within 28 days that you think the complaint is unresolved.

## **Independent adjudication**

If we can't sort out your complaint (in a way you're happy with) within a period of 8 weeks, or if we decide before the 8 weeks are up that we can't do anything more to resolve things, we'll issue a "deadlock" letter. You can then, if you choose, make a complaint through Ombudsman Services. Ombudsman Services offers an independent alternative dispute resolution scheme. It's approved by Ofcom for the handling of consumer disputes. Its services are free of charge for our Customers (to whom this Complaints Code applies).

You can contact Ombudsman Services by telephone on 0330 440 1614, by email at [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org) or via its website, [www.ombudsman-services.org](http://www.ombudsman-services.org).

Please note that Ombudsman Services will only deal with your complaint if you've first followed our internal complaints procedure in full. If Ombudsman Services does deal with your complaint then an independent adjudicator will decide how your issue should be resolved, based on the details of your complaint.

If you're unhappy with the way we or Ombudsman Services deal with your complaint, you can contact Ofcom, the independent regulator and competition authority for the UK communications industries, at Ofcom Contact Centre, Riverside House, 2A Southwark Bridge Road, London SE1 9HA, Tel: +44 (0) 300 123 3333 or +44 (0) 20 7981 3040, website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

## **Ofcom Approved Complaints Code ("OACC")**

We follow the OACC when dealing with complaints from our Customers. You can find the OACC here: [Ofcom-approved-complaints-code-of-practice-for-customer-service-and-complaints-handling-December-2021.pdf](#).

## **Customers with special needs**

Fibrus welcomes all customers, including those with special needs. To help our customers with special needs, we can supply large print or Braille versions of this Complaints Code. For this or any other help with special needs (i) when using our services or (ii) in relation to an agreement for services you have with us, you can contact our Customer Support at the contact details set out above.