

# Our complaints code of practice

At toob we are committed to delivering a fast, stable, responsive, and inclusive broadband service that helps our customers make the most of the digital world; and we realise that on rare occasions you might feel that isn't happening.

It's important for you to let us know what you think about our service, and one way you might choose to do this is to make a formal complaint.

Our complaints code of practice guides you how to make a complaint directly to us, and lets you know who else can help you if you feel we haven't been able to resolve your complaint to your satisfaction.

It covers toob's "relevant customers" and applies to you if you subscribe to our full fibre broadband service and are:

- an individual; or
- a small business.

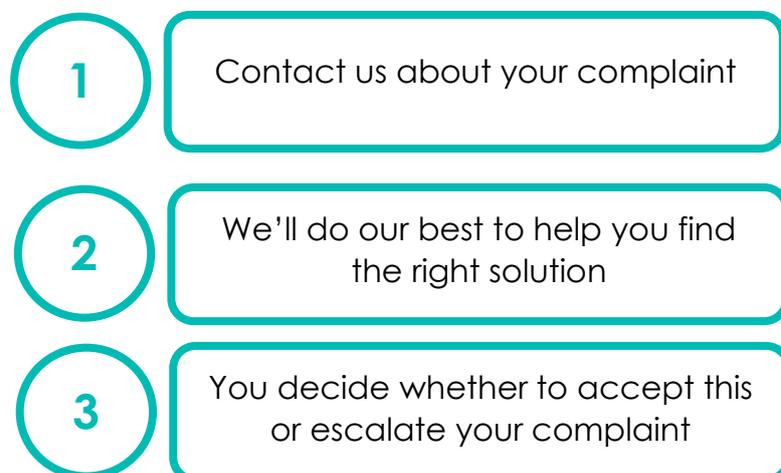
You can still contact us to raise a concern or make a complaint if you are not one of our relevant customers; but please note that we cannot refer you on to an Alternative Dispute Resolution (ADR) scheme in the exceptional event that we cannot resolve your complaint.

In the first instance, you might find it helpful to check our help and support page found at [www.toob.co.uk/support](http://www.toob.co.uk/support) to see if there is information that can help you.

If you would like to raise a concern regarding data protection, please see the details of how to do this in our privacy policy on our website at [www.toob.co.uk/legal](http://www.toob.co.uk/legal).

## How to make a complaint to us

We want to do our best to help you resolve any issues you might have in a fair way, and as soon as we can. So, it's important that you make a complaint with us as soon as possible should you need to. Please follow our formal complaints procedure on how to do this. It's as easy as 1, 2, 3!





## 1. Contact us about your complaint

Here are the ways you can reach our customer service team. Remember, you will need to give us some personal details, such as your name or account number, so we can investigate what has happened.

You can reach the team from 8am to 10pm Monday to Fridays, and 9am to 5pm at weekends.

### Phone

Call the team on our Freephone number 0800 368 9458.

Small business customers, please use the telephone number that was provided to you.

### Email

Send an email to [complaints@toob.co.uk](mailto:complaints@toob.co.uk)

### Post

Please remember, it can sometimes take a bit longer to reach us by post and for our reply to get back to you. If you choose to send us a letter, our address is:

4000 Lakeside North Harbour, Portsmouth PO6 3EN

In all cases we will attempt to resolve your complaint within 28 days of it reaching us. If you call us, we may be able to do this while you wait. In some cases, we might need to get back to you at a later date or time, in which case we will ask you to let us know your preferred way to get back in touch with you.

## Customers with special needs or requirements

All our customers are welcome to submit a complaint to us should they need to, and we are committed to supporting you including any special needs or requirements you might have to get the most out of this procedure.

Please let us know if you have any special needs or require additional support to make this happen. We can supply a copy of this complaints code of practice in large print, Braille or audio at your request.

To request any of these, or if you need any further assistance, please use the contact details above to reach our customer service team.

## 2. How we resolve complaints

We will always investigate every complaint we receive and try to resolve it within 28 days of it being received. Once we have found a solution to the problem, we will let you know and give you a chance to consider what we have done and decide whether you accept this. If you are happy with the result, please let us know and we will close your complaint. We will give you enough time to do this (14 days). If we don't hear from you by the end of that time, we will remind you that the complaint is being closed. Don't worry if you need extra time, just let us know if you do.



### 3. If you feel your complaint is not resolved

We always do our best to resolve your complaint and realise on extremely rare occasions that might not be the case.

In the unlikely event that we can't identify a way to resolve your complaint, or you feel our attempts haven't resolved the complaint to your satisfaction we will refer you to an Alternative Dispute Resolution (ADR) scheme. You can also contact the scheme direct if you haven't heard from us within 8 weeks of lodging your complaint with us.

**The ADR scheme that toob is registered with is Ombudsman Services: Communications.** Visit its website at [www.ombudsman-services.org/](http://www.ombudsman-services.org/) for more information.

#### **How to contact Ombudsman Services: Communications**

##### **Post**

Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

##### **Phone**

0330 440 1614\*. Phone lines are open Monday to Friday 8am until 8pm and Saturday 9am until 1pm

\*Calls to this number costs the same as, or less than, calls to numbers starting with 01 and 02 and are included as part of any inclusive minutes or discount package. This applies to calls from any type of line including mobile, fixed line or pay as you go.



## Useful information

You might find it useful to visit the Ofcom website, or your local Citizens Advice team for extra help. These organisations do not form part of our formal complaints procedure but are available to give you helpful, independent advice, and work to make sure consumers get a fair deal.

Ofcom website: [www.ofcom.org.uk/phones-telecoms-and-internet/how-to-report-a-complaint](http://www.ofcom.org.uk/phones-telecoms-and-internet/how-to-report-a-complaint)

Citizens Advice website: [www.citizensadvice.org.uk/consumer](http://www.citizensadvice.org.uk/consumer) - see the section Phone, internet or TV

## Glossary of key terms

You might be unfamiliar with some of the terms used in this complaints code of practice or others used to describe our service, and this glossary can help explain some of those to you. If you're still unsure, feel free to contact us using the details above and our friendly Customer Service Team will help explain them to you.

Term	A brief description of the term.
<b>Alternative Dispute Resolution (ADR) Scheme</b>	A scheme run by an organisation external to toob that will help resolve your complaint if you are dissatisfied with our attempts at finding a resolution.
<b>Independent Adjudicator</b>	If, when handling your complaint, we have exhausted this code of practice, we will refer you to an ADR scheme. An Independent Adjudicator reviews
<b>Ombudsman Services: Communications (OS:C)</b>	This is the ADR that manages the complaints resolution scheme that toob is registered with. If we are unable to resolve your complaint to your satisfaction, we will refer you to their scheme.
<b>Ofcom</b>	Ofcom is the UK regulator and competition authority for communications industries. It regulates Internet Service Providers (ISPs) and providers of other networks and services.