

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, but we realise that on rare occasions you might feel that isn't happening.

It's important you 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 on how to make a complaint directly to us, and lets you know who else can help 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.

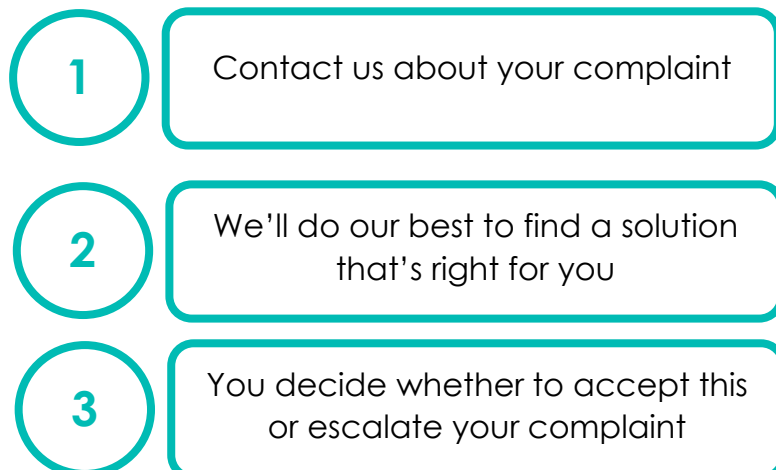
You can still contact us to raise a concern or make a complaint if you are not one of our relevant customers; but please note that we cannot refer you on to an Alternative Dispute Resolution (ADR) scheme in the exceptional event that we cannot resolve your complaint.

In the first instance, you might find it helpful to check our help and support page found at www.toob.co.uk/support 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.

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 you raise any complaint you have with us as soon as possible. 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.

Phone

Call the team on our Freephone number 023 9300 9300.

You can reach the team from 8.00am to 8.00pm Monday to Fridays, 8.00am to 6.00pm Saturdays and 10.00am to 4.00pm on Sundays. Please note that we are usually closed on Christmas Day, Boxing Day, New Year's Day, and Easter Sunday.

Email

Send an email to helpdesk@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

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 with any special needs or requirements you might have.

Please let us know if you have any special needs or require additional support. 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 friendly customer service team.

2. How we resolve complaints

We investigate every complaint we receive and aim to resolve it within 28 days of receipt. Once we have completed our investigation, we will let you know and give you a chance to consider our proposal. If you are happy with the outcome, 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.



3. If you feel your complaint is not resolved

We always do our best to resolve complaints but realise on rare occasions this might not be possible.

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 ADR scheme if you haven't heard from us within 8 weeks of raising your complaint with us.

The ADR scheme toob is registered with is the Communications Ombudsman. You can visit their website www.commsombudsman.org/ for more information on their service.

How to contact the Communications Ombudsman

Phone

0330 440 1614.

Phone lines are open Monday to Friday 8am until 8pm and Saturday 9am until 1pm

*Calls to 03 numbers cost the same as, or less than, calls to 01 and 02 prefixed numbers and are included as part of any inclusive minutes or discount package. These rules apply to calls from any type of line including mobile, fixed line or payphone.

Post

Communications Ombudsman, P.O. Box 730, Warrington WA4 6WU

Email

enquiry@commsombudsman.org

Useful information

You might also 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

Citizens Advice website: <https://www.citizensadvice.org.uk/consumer/phone-internet-downloads-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.
Alternative Dispute Resolution (ADR) Scheme	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.
Independent Adjudicator	This is another term for an ADR scheme.
Communications Ombudsman	This is the ADR scheme that toob is registered with. If we are unable to resolve your complaint to your satisfaction, we will refer you to them.
Ofcom	Ofcom (the UK Office of Communications) is a regulatory body supervising the telecommunications industry.

