

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. If you are experiencing an issue then in the first instance, you might find it helpful to check our help and support page found at toob.co.uk/support to see if there is any information there which may help.

We realise on rare occasions you might feel we haven't delivered the service you were expecting. Our complaints code sets out how to make a complaint directly to us and lets you know who else can help if you feel we haven't resolved your complaint to your satisfaction.

Please be aware, our complaints code only covers our "relevant consumers", this means you are an active customer who has subscribed to our full fibre broadband service either as an individual or small business. If you do not have an account with us, you can still contact us to raise a concern or make a complaint, however, we cannot refer you to an Alternative Dispute Resolution (ADR) scheme.

If you wish to raise a concern regarding data privacy or the use of your personal data, please refer to our privacy policy at toob.co.uk/legal for details of how to exercise your legal rights.

How to make a complaint to us

Step 1

The quickest way to tell us about your complaint is to **email** complaints@toob.co.uk. It would be helpful if you contact us using the email address you have registered on your account.

If you'd rather **call our customer service team**, you can do this **on our freephone number 023 9300 9300**. Visit toob.co.uk for our opening hours.

When you, or a registered third party call us, our team will need to confirm some personal details before they can access your account and investigate what has happened.

Alternatively, you can **write** to us at **Customer Services, 4000 Lakeside North Harbour, Portsmouth PO6 3EN**. Please remember, it can sometimes take a bit longer to reach us by post and for our reply to get back to you.

Step 2

Upon receipt of your complaint, our customer relations team will complete a full review into what has happened. Our team will then contact you by the end of the following working day to acknowledge your complaint and discuss the next steps with you.

We aim to provide a resolution to your complaint within 10 working days; however, this may take longer depending on the nature of the complaint or if we need to ask one of our third-party providers to support with the matter.

If you are happy with the resolution, with your agreement we will close your complaint.

Where we haven't been able to contact you to discuss your complaint, we will email you with our outcome and give you 28 days to come back to us before we close your complaint.

If you are unhappy with the resolution we provide, your complaint will be reviewed by one of our senior team, and we may then issue our final position to you.

Step 3

We do our best to resolve all complaints, however, we recognise that this may not always be possible. In the unlikely event we haven't been able to agree a resolution, we will refer you to an Alternative Dispute Resolution (ADR) scheme. The ADR scheme which we are registered to is the Communications Ombudsman. You can visit commsombudsman.org for more information on their services.

This option is also available to you if we haven't resolved your complaint within 8 weeks of opening it with us.

How to contact the Communications Ombudsman

Phone: 0330 440 1614 (Phone lines are open Monday to Friday 8am until 8pm)

Email: enquiry@commsombudsman.org

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



Additional Help and Support

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 independent advice.

Ofcom: ofcom.org.uk

Citizens Advice: citizensadvice.org.uk

Please let us know if you have any special requirements or need any additional support to assist you with your complaint. We can supply a copy of our complaints code in large print, braille, or audio at your request, free of charge.

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.

If you have a hearing or speech impairment then Relay UK can support you with contacting our team, please visit relayuk.bt.com for more information.

Glossary of key terms

You may be unfamiliar with some of the terms used in our complaints code, if so, this glossary may help.

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 unhappy with our attempts at finding a resolution.
Communications Ombudsman	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.

