



toob broadband: our complaints code of practice

At toob, we are committed to providing a fast, reliable, responsive, and inclusive full-fibre broadband service.

We want every customer to get the experience they expect from us. If something goes wrong, we will do everything we can to put it right quickly and fairly.

This complaints code explains how you can raise a complaint, what you can expect from us, and the independent options available if you remain unhappy.

This code applies to our “relevant consumers” – this means residential and small-business customers with an active toob full-fibre broadband service.

If you do not have an account with us, you may still raise a concern, but you will not be eligible for Alternative Dispute Resolution (ADR).

If your concern relates to data privacy or how we use your personal data, please refer to our Privacy Policy at toob.co.uk/legal

before raising a complaint

In most cases, our customer service team can resolve issues quickly and without the need for a complaint. If you're experiencing a problem, we recommend contacting them first – they can usually put things right straight away.

However, if we haven't been able to resolve your issue, or you remain dissatisfied with the outcome, you can raise a complaint, and our Customer Relations team will investigate it thoroughly.

how to make a complaint to us

step 1: tell us what's gone wrong

The quickest way to raise a complaint is through our [online contact form](#).

You can also contact us by phone; our customer service team are available on 02392 065558. See 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: we will investigate your complaint

Once we receive your complaint, our customer relations team will carry out a full review of what has happened. Depending on the nature of your complaint, we may contact you within two working days to discuss a proposed resolution. If we are unable to resolve the issue straight away, we will explain the steps we plan to take to investigate it further and provide the timeframes in which we aim to do this.

We aim to provide a resolution within 14 working days, although some cases may take longer if they are complex or require support from a third-party provider.

If we reach a resolution that you're happy with, we will close your complaint with your agreement.

If we are unable to make positive contact with you, we will email you our findings and give you 28 days to respond before we close the case.

step 3: review and final position

If you are not satisfied with our proposed resolution, your complaint will be escalated to a senior team member, or a senior manager where appropriate, for a further review of your complaint and the actions taken so far. At this stage, we will aim to respond within 10 working days with the outcome of the review.

Following this review, we may issue our final position.

step 4: if we cannot agree a resolution

We do our best to resolve all complaints fairly and within a reasonable timeframe. However, we recognise that this may not always be possible.

If we have been unable to agree a resolution after completing the process outlined above, we will issue you with our final position, also known as a deadlock letter. A deadlock letter will only be issued once all steps have been completed.

Alternatively, if six weeks have passed since you raised your complaint with our Customer Relations team and it remains unresolved, and you still feel dissatisfied, you may take your complaint to our independent Alternative Dispute Resolution (ADR) provider, the Communications Ombudsman.

Please note that the Communications Ombudsman cannot accept or investigate a complaint until at least six weeks have passed since you raised it with our Customer Relations team, unless we have issued a deadlock letter.

how to contact the Communications Ombudsman

Phone: 0330 440 1614 (Phone lines are open Monday to Friday 8am until 6pm)

Email: enquiry@commsombudsman.org

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

Website: commsombudsman.org

additional help and support

You might also find it useful to visit the Ofcom website, or your local Citizens Advice service for independent guidance. These organisations do not form part of our formal complaints process, but they can provide impartial support and advice.

Ofcom: ofcom.org.uk

Citizens Advice: citizensadvice.org.uk

If you need independent money advice, including support with budgeting, debt concerns, or managing financial difficulties, organisations such as Citizens Advice and MoneyHelper can provide free, confidential guidance:

MoneyHelper: moneyhelper.org.uk

Citizens Advice (Money & Debt Advice): citizensadvice.org.uk/debt-and-money

If you have any special requirements or need extra support when raising or managing your complaint, please let us know. We can supply this complaints code in large print, braille, or audio at your request, free of charge.

To request an alternative format, or if you need any further assistance, please contact our customer service team using the details provided above.

If you have a hearing or speech impairment, Relay UK can help you communicate with our team. For more information, please visit relayuk.bt.com