

# Complaints Code of Practice

We pride ourselves on our customer service and customer experience, however we recognise that sometimes things can go wrong. When they do, we want to put them right for you as quickly as we can. In this Complaints Code of Practice, we'll tell you how to get in touch with us if you want to make a complaint and how we'll deal with your complaint.

## How to make a complaint

If you're a Fibairo residential or business broadband customer, here's how to contact us.

### By Phone

The fastest way to let us know if you're not happy with your service is by contacting us by phone (01387 444 004, 9am – 5pm every day).

### By using our Support Portal

If you prefer to contact us in writing, you can use the Fibairo Support Portal (you'll need your account username and password). A member of our team will investigate and respond to your complaint within 5 working days.

### By Letter

If you prefer, you can make a complaint by writing to the address below.

To help us deal with your complaint as quickly as possible, we recommend including some information to help us find your account. Things like your username, postcode and telephone number of the service you're complaining about are really helpful.

Once we receive your letter, we will respond within 10 working days. If you need a quicker response, please use one of the other methods mentioned above.

Our address is:

Fibairo Holdings Ltd

Unit 1, Whitecairn

Castle Douglas

Dumfries & Galloway

DG7 3EY

## **What we'll do and when**

Our aim is to resolve any problem as quickly as possible, preferably during a phone call with you. However, if we can't resolve your complaint there and then, we'll investigate further and get back to you with an update as soon as we can.

If you prefer to contact us in writing, we'll respond within 5 working days to any complaints you make through the Support Portal, or within 10 working days to any letter of complaint. We'll always try to resolve your complaint immediately, but whatever happens, we'll keep you regularly updated.