



Customer Complaint Code

We hope that you never have cause to complain about the service we provide, however in the unlikely event you have an issue or problem, this code provides detail and information about how we handle complaints made by customers.

This customer complaint code applies to you if you are a consumer or small business that has purchased a service provided by Three Broadband.

It is available at www.threebroadband.co.uk/company-information/legal-stuff/complaints-code or you may get a copy by calling our customer care team on 0330 686 8000. In addition, you will also find information on the options available to you if we are unable to resolve any complaints or disputes within 8 weeks.

COMPLAINT HANDLING PROCEDURES

If you are unhappy with the service or have a complaint you should contact our customer care team first.

WAYS TO CONTACT CUSTOMER CARE

If you need to contact customer care you can do so 7 days per week in any of the following ways;

- By phone, please call: 0330 686 8000 from 08.00 to 22.00
- By Email, please email: customercare@threebroadband.co.uk
- By online chat via www.threebroadband.co.uk from 09.00 to 21.00
- By post. Our postal address is: UK Broadband Ltd. trading as Three Broadband, 5th Floor, 236 Gray's Inn Road, London, WC1X 8HB, United Kingdom

If you write to us, please remember to include;

- Your full name
- Your full postal address
- Your Three Broadband account number
- Please specify which Three Broadband service or product you are making the complaint about
- Details of your complaint
- Your requirements for a solution to your complaint
- An alternative daytime contact telephone number



If your complaint is made in writing, you will be contacted by a member of our customer care team within 5 working days of our receipt of your complaint. If we can't get hold of you by phone, we will either email you if you have provided us with an email address, or we will write to you.

If, after contact with our customer care team, you are not happy with the way we have dealt with your complaint, you can ask for it to be escalated to a Customer Services Team Manager.

If you remain unsatisfied with how we have dealt with your complaint, you can ask us to reconsider the issue. You have the option to discuss the issue with the Head of Customer Operations.

If we have been unable to resolve your complaint to your satisfaction within 8 weeks, following the process above, you may refer your complaint to OS:C free of charge, for dispute resolution. We will write to you after 8 weeks to remind you of your right. OS:C is an independent dispute resolution scheme approved by Ofcom. Please ensure that you read the OS:C guidelines on their website <https://www.ombudsman-services.org/> to ensure your complaint satisfies their condition for referral.

When your complaint goes through the scheme, an independent adjudicator will review your complaint, make a decision and decide how to settle it.

Details of the service are available by contacting us or OS:C directly;

Ombudsman Services

The Brew House

Wilderspool Park

Greenall's Avenue

Warrington

WA4 6HL

Website: <https://www.ombudsman-services.org/>