

Post Office Broadband and Home Phone

Customer Complaints Code

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At Post Office we aim to make our customers central to everything we do. The purpose of this Customer Complaints Code is to give you all the information you need should something go wrong, so that we can put it right as quickly as possible. We hope you find this Customer Complaints Code useful in explaining how we go about resolving complaints.

1. How to make a complaint

The fastest way to resolve your complaint is by calling our Customer Care Line on **0345 600 3210***, between 8am and 8pm Monday to Saturday and between 9am and 6pm on Sunday.

Alternatively you can contact us by:

Emailing us at support@pobroadband.co.uk

Writing to us at PO Box 14125, Selkirk, TD7 9AF

Please ensure you include the following information:

- Full Name
- Account number
- Full address
- Home telephone number
- Description of the problem and when it started

Once we receive your complaint, we will try to contact you by phone but if you would like us to respond in writing please let us know.

2. How we will investigate and resolve your complaint

If you contact us by **phone**, we will try and resolve your complaint whilst we are speaking to you. If this is not possible, we will explain why and your details will be passed to the complaints team for investigation and resolution.

If you **write** to or **email** us we will assign your complaint to our dedicated complaints team to investigate. They will get in touch with you within 5 working days of receiving your complaint.

Once the complaints team receive the complaint, they will review your account history, speak to any other teams involved and listen to call recordings if required and available.

We aim to resolve the complaint within 10 working days. If this is not possible we will let you know.

3. When we close a complaint

We will close your complaint if:

- You say you are satisfied
- We haven't received a response from you in 28 calendar days
- We refer you to the Ombudsman who provide an independent Alternative Dispute Resolution Scheme

4. If you're still not happy

If you are not satisfied with the response to your complaint, please respond to the complaint agent making this clear and outlining what would be a satisfactory outcome.

If at any time you are not happy with the agent dealing with your complaint then you can request to escalate your issue to a manager. If the manager is not immediately available they will call you back within 2 working days.

You have the right to take your complaint to the Ombudsman if:

- We don't resolve your complaint to your satisfaction within 8 weeks of you first making your complaint
- You've received a notification from us saying that your complaint has reached deadlock

Please note the Ombudsman will not accept a case if one of the conditions above is not met.

The Ombudsman can be contacted at:

Ombudsman Services: Communications

PO Box 730

Warrington

WA4 6WU

Telephone: 0330 440 1614

Textphone: 0330 440 1600

www.ombudsman-services.org

5. How to obtain additional copies of this Customer Complaints Code

You can obtain additional copies of this Customer Complaints Code in the following ways:

By request in writing to

Post Office Telecoms Services

PO Box 14125

Selkirk

TD7 9AF

Or by visiting www.postoffice.co.uk/telecoms

Or by calling **0345 600 3210***

*Calls to our Customer Care Line, **0345 600 3210** are free when made from an active Post Office phone line.

Post Office is able to supply customers with this leaflet, free of charge, in an alternative format for people who are visually impaired. To obtain a copy call the Post Office helpline on **03457 22 33 44** or Textphone **03457 22 33 55**. Quote **PL3540**. Calls via **Text Relay** are also welcome.
