

Connexin Complaints Code of Practice

February 2022 – version 1.0

At Connexin, we aim to provide you with an exceptional service at all times. However, there may be a time when you're not happy with us or our services.

This Complaints Code of Practice ("Complaints Code") lets you know how to make a complaint and how to take your complaint further, if needed. If you're unhappy with any part of our service, please contact us and we'll do our absolute best to help you.

We're regulated in the UK by Ofcom, the UK communications regulator. We're also a member of the UK Internet Service Providers Association ("ISPA") and Ombudsman Services (an independent alternative dispute resolution service).

This Complaints Code covers the internet, telephone service, and any other add-on product (if you've chosen to use it) provided to you by Connexin.

Our Responsibilities

- To ensure that your complaints are handled efficiently and fairly.
- To ensure that you are kept informed throughout the complaint process and understand the timeline for resolution.
- To ensure that you are kept informed of the resolution.
- To ensure that our complaint process is reviewed regularly to improve the quality of our service.

Handling your Complaint

- We will acknowledge your complaint in writing within 24 working hours.
- We will keep you informed of the progress of your complaint, proposed actions and the expected time frame for resolution.
- We want to make sure that your complaint is handled in a timely fashion, with the aim to resolve your complaint within 3 working days.
- Sometimes, it could take longer than 3 working days to resolve complex complaints. If this is the case, we aim to provide regular updates so that you are informed throughout the process.
- We will advise you of the outcome of your complaint in writing, once a resolution has been agreed.

Step One

If you have a complaint regarding your Connexin package, service, installation or our network build in your community, please make sure to contact us using our details in the Contact page without delay. Once your request has been submitted, a case reference will be provided to you via email. Please make sure to use this reference

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whenever you contact us. Our objective is to resolve enquiries or complaints within your first contact with us.

If you would prefer, you can appoint an authorised representative to interact with us on your behalf. Should you wish to do this, please do let us know when you speak to us. You may also refer to our Accessibility Policy for further assistance.

Step Two

When your complaint has been resolved, you shall receive a confirmation of this in writing.

If your complaint has not been resolved to your satisfaction, and depending on the nature of your complaint, you can request your case to be escalated to our Customer Care Team Leader.

Our Team Leader will acknowledge your complaint within 3 working days, and will then thoroughly investigate your complaint with the aim to reach an agreed resolution.

If you are still unsatisfied with the response and/or resolution, then you can request for the matter to be reviewed by a second member of the Senior Management team. This can be done directly via the same the case; however, we would ask that you give us the opportunity to resolve the matter before escalating to this point.

Step Three

If everything has been exhausted throughout the process, and we are unable to resolve your complaint to your satisfactory, a final dead-lock letter will be provided, at which point, you can contact the Ombudsman for further advice and support.

The Ombudsmand service is a free, independent service approved by Ofcom (the communications regulator), that individuals and small businesses can use to help settle disputes with companies that are members. Further information can be found here: www.ombudsman-services.org.

Please Note: All complaints made to Connexin will follow the above Complaints Code. If the formal process is not followed, it may delay the resolution time as you will be guided back to step one.

This Complaints Code of Practice is effective from 31st January 2021.

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