

Complaints Code of Practice

We want to deliver customer
delight first time, **every time**



Here to help

This guide will explain how to make a complaint and how we will work with you to put things right.

Sometimes you might need to contact us for everyday account and service queries. Below are some useful contacts for our teams who are happy to help you!

Customer Service support@gigaclear.com

Sales sales@gigaclear.com

Customer Loyalty customerloyalty@gigaclear.com

Billing billing@gigaclear.com

All teams can be reached on **01865 591 131**

For the most recent opening hours please visit gigaclear.com/contact-us



When things go wrong

Gigaclear is a dynamic ISP provider, delivering ultrafast broadband to people in rural areas. Before we can deliver our broadband service to you, we must build the new gigabit communications network to your community. It would help us to deal with your query to know which of the following best describes you:

- A** You are already a customer and need help with your broadband service, or
- B** You have placed an order and are waiting for the service to be installed, or
- C** You live in one of the communities where our network is either planned or being built.

We refer to issues affecting people who fit into (A) and (B) as 'Service Complaints' and issues affecting people in category (C) as 'Non-service Complaints'.

When something goes wrong, we want to ensure we address and resolve any issues as soon as possible.

We need to understand what has happened and will need you to provide us with information to get started.

How to get in touch:

- Call our Customer Service Team on 01865 591 131 – please go to gigaclear.com/contact-us to find out when we're available
- Email us – support@gigaclear.com – we will acknowledge your email and give you a case reference number
- Write to us – FAO Customer Service, Gigaclear, Building One, Wyndyke Furlong, Abingdon, OX14 1UQ

What we need from you:

- Your name
- Address
- Contact number
- Customer account number – starts with 'C' or a 'G'*
- An overview of what has gone wrong – please give as much detail as possible including dates

*If you don't have a customer account number don't worry – please provide us with your address and any other Gigaclear reference you may have.

How we will handle your complaint

As explained above, there are two different types of issues which we can help resolve:

- Service complaints – You are already a customer, and something has gone wrong with your live Gigaclear connection or you have another problem with your customer account; or you have placed an order and there is an issue with your installation.
 - We aim to resolve all service complaints arising after your service has gone live within 28 days of the case being opened.
- Non-service complaints – You are waiting for our network to be built to your community, or you have a general query regarding Gigaclear's network build activity in your area.
 - Our build process is reliant on many factors, some of which are outside of our direct control. We shall endeavour to resolve non-service complaints within 28 days however this may not always be possible.



All complaints follow the below steps:

Step 1

We will acknowledge your complaint within 5 working days and get started on finding a solution.

Step 2

If we can't fix the problem straight away, we will investigate your issue with the wider Gigaclear team. We will try to find a way to resolve your issue, as soon as possible. Hopefully this won't take long, but in more complex cases, we may need some time to work on a solution. We will keep in touch with you throughout the process and once we have investigated, we will tell you how we propose to resolve your complaint.

Step 3

You can escalate any time, but we would appreciate the opportunity to make it better before you do. If you feel your issue has not been handled well or you don't agree with the solution we propose, you can escalate your complaint to our Executive Office, who will have another look.

- You can reach our Executive Resolutions by emailing **theexecutiveoffice@gigaclear.com**
- The Executive Resolutions will acknowledge your complaint within 3 working days.
- You will be assigned a complaint officer as your dedicated contact.

When we might close your complaint



If we believe we have resolved your complaint and notified you but we have not heard from you within 28 days.



If we are working to resolve your complaint and have not heard from you within 28 days.



If your complaint is of a frivolous, rude, or vexatious nature.

If you have a service complaint and have exhausted the complaints process but remain unhappy.

For complaints about your broadband service or where you have placed an order for our service, you may engage the independent alternative dispute resolution scheme provided by the Communications Ombudsman.

They can only help residential and small business customers. If your complaint is for a non-service issue or you employ more than 10 people, you cannot use their service.

If you qualify, they will help you when:

- You have followed our complaints code of practice in full; and
- Your complaint has been ongoing for 6 weeks and no resolution has been agreed

or

- We have told you we cannot take your complaint any further and we have reached deadlock (which we confirm in writing)

Communications Ombudsman can be found at www.commsombudsman.org

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

Phone: **0330 440 1614**

Email: enquiry@commsombudsman.org

Please Note:

We follow the Ofcom Approved Complaints Code (OACC) when dealing with complaints from our customers. You can access the OACC here: [Ofcom Codes of Practice*](#)

All complaints made to Gigaclear must follow the above steps. Please be aware, should your case not have followed the above steps, you may be guided back to the start.

*www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/codes-of-practice



**We've
got this**

 **Gigaclear**
You're clear for take-off