

Symmetris Broadband Limited - Complaints Procedure

Scope of the Procedure

Our objective is to handle complaints fairly and efficiently

What Counts as a Complaint

A complaint is any contact from, or on behalf of, our customer who is not satisfied with any part of the Symmetris service.

How to make a complaint

We follow a series of steps to enable us to handle your complaint

What happens after you make a complaint

We make effort to resolve your complaint as quickly as possible. We will give you an apology and take action to rectify the complaint

Resolving Your Complaint

Sometimes we get things wrong and need to hear from you however, we are passionate about putting things right

Step One

Contact us in one of the ways listed below and we will aim to attend to your problem straight away. A member of our team may call you back or write to you.

To help improve our service quality, we may record telephone calls from time to time

- Telephone 0845 2 570 275
- email m.brumfield@symmetris.co.uk
- Write to Symmetris Broadband Ltd, Furrows Farm, York Rd, Cherry Burton, Beverley, E.Yorks HU17 7RU

Step Two

If we are unable to resolve your problem or if you are unhappy with our explanation you can make a formal complaint.

We will conduct a full review of your complaint and respond to you within 10 working days after the date you made contact with us

Step three

If you are still not satisfied, then we will refer you to a Director who will carry out an internal review of the case. As part of this process, the Director may request further information from you. The Director will assess how we have handled your complaint, what advice you have received and what we have offered.

We will inform you of the outcome of the review and any decisions taken. We aim to complete the review

process within 10 working days. We will keep you fully informed of any further actions as a result of the review

Learning from Complaints

We are committed to continually improving our customer service and we take all complaints seriously

Ombudsman Services

If you don't accept the outcome of our internal review, the final step is to contact the Ombudsman.

The Ombudsman will complete an independent investigation on your behalf. As part of resolving your complaint, the Ombudsman may ask us to do one or more of the following:- apologise, give an explanation, take corrective action, award compensation.

If you have followed the above steps, and we still have not resolved your complaint within 8 weeks or we have sent you a deadlock letter, you can contact Ombudsman Services

Telephone: 0330 440 1614

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

or write to The Ombudsman, PO Box 730, Warrington, WA4 6WU

This is an independent service, which is free of charge. Any decision reached by the Ombudsman is legally binding on us.