

# Complaint Resolution

## 1. Introduction

We're committed to bringing your business the best customer experience possible, but sometimes things go wrong and you may need to make a complaint. Our complaints code of practice is set out here letting you know how we handle any problems.

It also outlines how you can take a complaint further if we don't resolve the matter to your satisfaction.

## 2. Resolution of Complaints

### **I'm not satisfied with the service I've been receiving from Virgin Media Business. What can I do?**

If you're unhappy with our service we'll do everything we can to resolve your complaint. All you need to do is contact us and we'll work on the resolution with you. We normally try and resolve complaints by telephone but can also provide a written response if needed.

If you're unhappy we need to know about it as quickly as possible. You can contact us by phone, email or post (details below). Please include your account number, address and contact number when you get in touch.

#### **By phone**

Call us free on 0800 052 0800 and one of our dedicated Customer Care team will be happy to help. If we can't settle your complaint during the first call we'll agree a resolution with you and try to provide a plan of next steps with dates.

#### **Email/WebForm**

Just log on to <https://www.virginmediabusiness.co.uk/help/s/businesscomplaints> where you can fill out a Webform to email our dedicated team who are on hand to respond to all queries. Your request will be acknowledged and answered within 1 working day.

#### **By post**

It's not as quick, but if you'd prefer to send us a letter, you can write to us at: Complaints

Virgin Media Business Ltd

Business Customer Services

Communications House

1 Chippingham Street

Sheffield

S9 3SE

Your letter will be acknowledged within 48 hours of receipt and we aim to resolve all written complaints within 21 days.

### **What can I do if I'm still not satisfied?**

We'll always aim to sort out any problem the first time you contact us. But if you're still not satisfied you can escalate the issue to a manager. If the manager is also unable to resolve your issue satisfactorily, you should request that your complaint is reviewed directly by our Customer Operations Manager.

If you have followed the process above and are still unhappy, you can refer your complaint to the independent adjudication service, CISAS (details below).

### **3. Independent Adjudication**

CISAS is the Communications and Internet Services Adjudication Scheme which offers independent adjudication for the communications industry. This service is absolutely free of charge.

We would normally use the CISAS service if we have not reached an agreed settlement within eight weeks or if we both agree in writing that the dispute should be settled by independent adjudication.

CISAS will independently gather evidence from both you and us and will then make an impartial decision based purely on the merits of the case.

The CISAS service is available to all customers with no more than 10 employees. If you're outside this criteria, you may wish to seek independent advice.

The CISAS scheme only applies to telecoms services (telephone, mobile and internet access).

Contact details for CISAS are:

CISAS

70 Fleet Street

London EC4Y 1EU

Tel: 0207 5203827

E-mail [info@cisas.org.uk](mailto:info@cisas.org.uk)

Web [www.cisas.org.uk](http://www.cisas.org.uk)

# Thank you

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