

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. Making a complaint

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, online or post (details below). Please include your account number, address

and contact number when you get in touch.

If we don't hear from you within 28 days from the date of your complaint, we'll take this as confirmation you're satisfied with the resolution and we'll let you know we're closing your complaint.

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.virginmediabusines.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,
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
28 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
Operations Manager.

If you have followed the
process above and are still
unhappy, you may be able to
refer your complaint to the
independent adjudication
service, CISAS, depending on
the size of your business
(details below).

Independent Adjudication

CISAS is the Communications
and Internet Services
Adjudication Scheme and
offers independent
adjudication of unresolved
disputes to customers with no

more than 10 employees. If
you're a larger business you
may wish to seek independent
advice.

You can take an unresolved
dispute to CISAS service if we
have not reached an agreed
settlement within eight weeks
of receiving your complaint, or
if we agree in writing that the
dispute can't be settled
between ourselves. In either of
these circumstances we will
write to you to let you know
that you would be entitled to
refer your case to CISAS for
independent adjudication.
CISAS' service is free of
charge for any qualifying
customer.

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 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 520 3814

E-Mail cisas@cedr.com

www.cisas.org.uk

<https://www.cedr.com/consumer/cisas/>

Thank you

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