

The One Broadband Complaints Policy

1. INTRODUCTION

We want you to be very happy with The One Broadband. We try very hard to get things right for you, but from time-to-time things won't be to your satisfaction. If that is the case, then we want to know about it quickly, fix it for you and make you happy again.

If you have a complaint, then follow this process to get it resolved. We include how to register a complaint and what you can expect from us when you do. The response timeframes indicated are our committed timeframes. We will aim to respond much faster and as soon as we think we have a resolution we'll let you know.

2. CONTACT THE CUSTOMER SUPPORT TEAM

If you're dissatisfied with a service you receive from The One Broadband, then please let our customer service team know first, and they will do their best to resolve any queries and issues you may have. You can contact our Customer Service team by email, phone and webchat:

- By Email: support@theonebroadband.co.uk
- By Phone: 0330 912 8150
- By Webchat: www.theonebroadband.co.uk
- To see all contact channels please visit: www.theonebroadband.co.uk/contact

3. SUBMIT YOUR COMPLAINT

If you are unhappy with the resolution from our Customer Service team and you wish to submit a formal complaint, then please contact us by email to register your complaint. Send your email to support@theonebroadband.co.uk, with the following information:

- Your name
- Your address
- Your contact details including phone number
- "Complaint" in the email subject line
- The date of the problem
- Description of the problem that has led to this complaint

Once your complaint is received, we will log it and assign it to a dedicated team member. You will receive an acknowledgement receipt within 2 working days. We may need to speak to the account holder (or nominated contact) to gather further information on your experience and what has led to the complaint so we can investigate fully, plus any documentary evidence you have. If it is not possible to resolve your complaint quickly, we will let you know the steps we are taking to resolve the complaint. This will be within 5 working days.

4. ESCALATING YOUR COMPLAINT

If you remain unsatisfied, then the next step will be to contact your dedicated contact and ask to escalate this to our Chief Executive Officer's office. They will investigate the complaint and respond via email within 10 working days.

5. RESOLVED COMPLAINTS

We will always provide you with a final written response within 8 weeks of receiving your complaint.

6. INDEPENDENT ADJUDICATION

If you're not happy that your case is resolved within 8 weeks, you may be able to refer your complaint for free independent adjudication using the Alternative Dispute Resolution (ADR) scheme used by The One Broadband. Contact customer support for details.

7. OFCOM

We are regulated by Ofcom, the UK communications regulator. Ofcom requires all internet service providers to have a Complaints Code to protect residential customers. We want The One to exceed your expectations and are committed to treating all customers fairly and all complaints seriously.

8. EFFECTIVE DATE

Complaints Policy Issued: 16th August 2024