

## **How to complain about our services**

*This procedure applies to consumers and small businesses only. It does not apply to business users with more than 10 employees.*

We aim to provide a high quality service to our customers, and will address any complaints as promptly as we can. This Complaints Code outlines how to contact us if you need to make a complaint and what our procedure is for dealing with your complaint.

### **By Phone**

The quickest way to get in touch with us is by phone, so for any service or account issues, please call us on 0121 638 1000 (9:00am - 5pm Monday to Friday except Bank Holidays).

### **By Post**

You can submit a complaint in writing to the address below. To help us deal with your complaint, please ensure that you include your name, postcode and telephone number of the service, as well as any relevant information relating to your issue.

Our address:

Birmingham Fibre Ltd  
Faraday Wharf  
Innovation Birmingham Campus,  
Holt Street,  
Birmingham,  
B7 4BB

**If you need specific help**

If you are unable to send a complaint yourself, you can authorise someone to do this for you. When this person first calls, we will need to confirm with you that you are happy to do this.

If you are deaf or speech-impaired you can contact us using the Next Generation Text Relay Service (NGTS). Just dial 18001 before calling 0121 638 1000 from a text relay phone

For visually impaired customers, our Customer Complaints Code can be supplied in braille, large print or audio CD. To request this, please call us on 0121 638 1000

**Our Response**

If you are calling in, we will strive to resolve your problem during the phone call. Should this not be possible, we'll investigate further and get back to you with an update as soon as we can.

If you contact us in writing, we'll aim to respond within 14 working days to any letter of complaint. We'll always try to resolve your complaint straight away, but if this isn't possible, we'll endeavour to keep you regularly updated.

**How to appeal**

If you're not happy with the proposed solution to your complaint, you can submit your complaint to Alternative Dispute Resolution (ADR) by contacting the Ombudsman Services: Communications.

Ombudsman Services: Communications provides a free, independent service for Birmingham Fibre customers who are not satisfied with the outcome of their complaint.

Before contacting Ombudsman Services: Communications, all complaints need to be submitted to us by one of the methods outlined above to give us the opportunity to resolve it. Ombudsman Services: Communications will not review any complaint which is less than 8 weeks old unless we agree we cannot do anything further and have provided you with a deadlock letter.

Ombudsman Services: Communications cannot deal with complaints about:

- products or services that are not bought or rented from member companies;
- cable television services;
- the location of telegraph poles and mobile phone masts;
- cable and wiring inside your property;
- the content of internet sites, advertisements, calls, emails, SMS (texts) or any other type of message;
- problems that are already being dealt with by the courts or other complaints procedures;
- employment and staff issues in communications companies;
- complaints that we consider to be malicious or unjustified;
- commercial decisions made by communications companies about whether to provide a product or service, and the terms under which they may be provided; and
- disagreements between communications companies

## **Contact Ombudsman Services: Communications**

### **By phone**

The best way to contact us is by phoning us:

- 0330 440 1614 (phone)
- 0330 440 1615 (fax)
- 0330 440 1600 (textphone)

Communications phone lines are open Monday to Friday 9am until 6pm and Saturday 9am until 1pm. Closed on bank holidays. 03 numbers, introduced by Ofcom are an alternative to chargeable 08 numbers such as 0845. Calls to 03 numbers cost the same or less than calls to 01 and 02 prefixed numbers and are included as part of any inclusive minutes or discount package. These rules apply to calls from any type of line including mobile, fixed line or payphone

### **By post**

Ombudsman Services: Communications  
PO Box 730  
Warrington  
WA4 6WU

**By email**

[osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)