

## HOW TO MAKE A COMPLAINT

### Complaints handling procedure

The principle assigned to deal with complaints is:

Complaints Department  
Fusion Fibre Group  
Arkwright House,  
Parsonage Gardens,  
Manchester, England, M3 2LF.

Alternatively, you can contact us via:

Our website	<a href="http://fusionfibregroup.co.uk">fusionfibregroup.co.uk</a>
Email	<a href="mailto:complaints@fusionfibregroup.co.uk">complaints@fusionfibregroup.co.uk</a>
Phone	0333 305 7560

### Step-by-step complaints procedure

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right.

We do everything we can to make sure our customers get the best products and service possible.

However, sometimes we may not get things right the first time. When that happens, we want you to tell us what went wrong so we can put matters right. We want to

- Make it easy for you to tell us what went wrong
- Give your complaint the attention it deserves
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved.

### How and where to complain

If you are not satisfied with any aspect of our service or products you can tell us about your complaint in the following ways:

In writing	Write to us and address your letter to The Customer Complaint Manager.
By telephone	Call us on 0333 305 7560 during our office hours and ask for the Support Department.
By email	Send an email to <a href="mailto:complaints@fusionfibregroup.co.uk">complaints@fusionfibregroup.co.uk</a> .

## How long will it take?

We aim to resolve your complaint straight away but if we can't, then we will write to you within three business days to tell you:

- Why we have not resolved your complaint;
- Who is dealing with your complaint; and
- When we will contact you again.

We will aim to resolve your complaint quickly, but it may take longer if it is complex. We will keep you informed on a regular basis but if you need an update, please call us on 0333 305 7560 and ask to speak to the person handling your complaint.

## If we cannot reach agreement with you?

If we can't agree a solution with you within eight weeks, we will:

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision, OR
- Issue our final decision letter which will explain our final position.
- Please note: You have the right to refer your complaint to the Ombudsman Services if your complaint remains unresolved after 8 weeks.

## Ombudsman services

Website	<a href="http://www.ombudsman-services.org/sectors/communications">www.ombudsman-services.org/sectors/communications</a>
Address	Ombudsman Services: Communications, P.O. Box 730, Warrington, WA4 6WU
Phone	0330 440 1614
Email	<a href="mailto:enquiry@ombudsman-services.org">enquiry@ombudsman-services.org</a>