

Bluebox Broadband

Customer Complaints Code of Practice

How are complaints from our customers handled?

Despite our best efforts from time to time things can go wrong. In the unlikely event that the level of service does not meet your expectations, it is important we hear from you.

Contacting us gives us the opportunity to correct any shortcomings, but more importantly helps us learn and improve the levels of service we provide to all our customers.

What to expect once you've registered

A customer can make a complaint of dissatisfaction either by phone, in person, email or by letter.

We will then review your complaint fully, considering all the points raised in your correspondence and also the details held in our records.

We aim to respond to your complaint and agree a resolution within 14 days. Depending on the nature of the complaint submitted, some may take longer to resolve, however should we be unable to agree a resolution for your complaint within the 14 day timeframe, we shall contact you. We will keep records of your complaints for at least one year.

What can you do if you're unhappy with our response?

Alternative dispute resolution

If you consider we have not been able to resolve your complaint satisfactorily, and 8 weeks has elapsed, or you have received a deadlock letter from us, you may make a complaint to CISAS: Communications & Internet Services Adjudication Scheme

CISAS is an independent alternative dispute resolution scheme, whose contact details are as follows:

Address:

CISAS

International Dispute Resolution Centre

70 Fleet Street, London, EC4Y 1EU, United Kingdom



Email: info@cisas.org.uk

Tel: 02075203827

Fax: 020 7520 3829

If you are hard of hearing and have a text phone you can call on 020 7520 3767