

Fibre Support Customer Complaint Procedure

1. Introduction

At Fibre Support Ltd, we are committed to providing excellent service and addressing any concerns our customers may have. We take complaints seriously and aim to resolve them quickly and effectively. This procedure outlines the steps customers should follow to lodge a complaint and how we will handle it.

2. How to raise a Complaint:

Customers can lodge a complaint through several channels to ensure convenience and accessibility. The available methods are:

2.1 By Phone

- **Customer Service Phone Number: 0333 8801900**
- Our customer service team is available from 09:00-17:00 Monday- Friday to take your call and assist with your complaint.

2.2 By Email

- **Customer Service Email Address:** complaints@fibresupport.co.uk
- Please provide as much detail as possible about your complaint, including your contact information and any relevant account or reference numbers.

2.3 By Mail

- **Customer Service Address:** Fibre Support Customer Service, Floor 5, 101 Old Hall Street, Liverpool, L3 9BP
- Please include your contact information and any relevant account or reference numbers.

3. Information to Provide

When lodging a complaint, please include the following information to help us address your issue more efficiently:

- Your name and contact details (phone number, email address, mailing address)
- A clear description of the issue
- Any relevant account or reference numbers
- Any supporting documents or evidence (e.g., emails, receipts, screenshots)

4. Complaint Handling Process

4.1 Acknowledgement

- We will acknowledge receipt of your complaint within 24 Business Hours
- This acknowledgment will include the name and contact details of the person handling your complaint.

4.2 Investigation

- Our team will investigate your complaint thoroughly.
- We may contact you for additional information or clarification during this process.
- The investigation will be conducted impartially and confidentially.

4.3 Resolution

- We aim to resolve complaints within 7 working days of receiving them.
- If the resolution requires more time, we will keep you informed of the progress and provide an estimated resolution date.
- You will receive a detailed explanation of the resolution, including any steps taken to address the issue and any compensation or corrective actions, if applicable.

4.4 Escalation

- If you are not satisfied with the resolution, you can request that your complaint be escalated to a senior manager.
- The senior manager will review the complaint and the initial resolution and respond within 5 business days.

4.5 Final Response

- We will provide a final response to your complaint, summarising the outcome and any actions taken.
- If you remain dissatisfied, we will provide information on how to escalate your complaint to an external body (e.g., an ombudsman or regulatory authority).

5. Customer Rights

- **Confidentiality:** Your complaint will be handled with confidentiality and respect for your privacy.
- **Impartiality:** We will address your complaint impartially and fairly.
- **Right to Feedback:** You have the right to provide feedback on our complaint handling process to help us improve our services.

6. Monitoring and Improvement

- We regularly review and monitor complaints to identify trends and areas for improvement.
- Customer feedback is valued and used to enhance our services and complaint handling procedures.

7. Contact Information

For any questions or further assistance regarding the complaint procedure, please contact us at:

- **Phone: 0333 8801900**
- **Email:** complaints@fibresupport.co.uk
- **Address:** Floor 5, 101 Old Hall Street, Liverpool, L3 9BP

8. Conclusion

At Fibre Support, we value our customers and strive to resolve complaints promptly and effectively. We appreciate your feedback and are committed to continuously improving our services. Thank you for giving us the opportunity to address your concerns.

This complaint procedure ensures that all customer complaints are handled efficiently and fairly, demonstrating Fibre Support's commitment to customer satisfaction and service excellence.