

People's Fibre Complaints Code of Practice

We're determined to provide you with exceptional service and if you ever experience less than, we want you to let us know so we can rectify it.

This People's Fibre Complaints Code of Practice ("Code of Practice") lets you know how to make a complaint and how to take your complaint further, if you need to. If you're unhappy with any part of our service, please contact us and we'll sort the issue and do our best to get back in your good graces.

ABOUT US

People's Fibre is a brand name of Cuckoo Fibre Limited. Cuckoo Fibre Limited is incorporated in England and Wales with the company registration 15060036. Its registered office is 6th Floor, 33 Holborn, London EC1N 2HT. All references to People's Fibre should be read accordingly.

We're regulated in the UK by Ofcom, the UK communications regulator. We're also a member of the UK Internet Service Providers Association ("ISPA") and the Communications Ombudsman (an independent alternative dispute resolution service).

ABOUT THIS COMPLAINTS CODE

Ofcom requires that all Internet Service Providers (ISPs) have a complaints code of practice to protect residential and small business (meaning those businesses having 10 or fewer employees) customers ("Customers"). You may also have rights under the law and this Complaints Code doesn't affect them.

This Complaints Code covers the internet service provided to you by People's Fibre.

In this Code, all references to "we", "us" or "our" are references to People's Fibre and all references to "you" and "your" are references to you our Customer.

HANDLING COMPLAINTS

Initial Complaint

We're committed to addressing your complaints or queries as fairly and quickly as possible. All members of our staff are aware of our Complaints Code and will always follow it, to make sure this happens.

If you're unhappy with our services please let us know as soon as you can by emailing or calling our Customer Support, using the contact details set out in this section below. If you prefer, you can send a letter to the address shown below (although this isn't as fast). We'll do our best to sort things out as quickly as possible. If you're not able to make a complaint yourself, you can ask someone to make the complaint on your behalf.

You can contact our Customer Support on:

E-mail: support@swishfibre.com

Telephone: 0800 048 9415

Post: Complaints, People's Fibre, Pynes Hill, Exeter, EX2 5TH.

How We'll Respond

We'll try our best to sort out your complaint or query during your first call with us (if you phone us about it) or by emailing you within 48 hours of receiving your complaint (if you tell us about it by email or post). Where this isn't possible, we'll agree a course of action with you and (where we can) give you clear timeframes and next steps to sort things out. If you prefer to receive a written response then please ask.

If You're Not Satisfied

If you're not fully satisfied with the way we handled your complaint, or we haven't resolved it completely, please send your complaint by email or post to our Customer Support at the addresses shown above. Once we've received your complaint, we'll acknowledge it within 48 hours and aim to respond to you within 10 working days.

Escalating Your Complaint

Once you have our response, if you're still unhappy, you can escalate the problem to our Complaints team. You can send a letter at the address for "Post" set out above or email at support@swishfibre.com. Once they've received your email or letter, they'll acknowledge it within 48 hours and try their best to respond to you within 10 working days.

If, after this, you'd like to further escalate your complaint, please write to Escalation team either at the address for "Post" set out above by or email at customer-care@swishfibre.com. Once they've received your letter or email, they'll acknowledge it within 48 hours and try their best to respond to you within 10 working days.

Independent Adjudication

If we can't sort out your complaint (in a way you're happy with) within a period of eight weeks, or if we agree before the eight weeks are up that we can't do anything more to resolve things, we'll issue a "deadlock" letter. You can then, if you choose, make a complaint to the Communications Ombudsman. The Communications Ombudsman offers an independent alternative dispute resolution scheme. It's approved by Ofcom for the handling of consumer disputes. Its services are free of charge for residential and small business (those having 10 or fewer employees) customers.

You can raise a dispute with the Communications Ombudsman online by clicking the following link (<https://www.commsombudsman.org/raise-dispute>). They can also be contacted by telephone on 0330 440 1614, email at enquiry@commsombudsman.org, or by post at Communications Ombudsman, PO Box 730, Warrington, WA4 6WU.

Please note that the Communications Ombudsman will only deal with your complaint if you've first followed People's Fibre's internal complaints procedure in full. If the Communications Ombudsman does deal with your complaint then an independent adjudicator will decide how your issue should be resolved, based on the details of your complaint.

If you're unhappy with the way we or the Communications Ombudsman deal with your complaint, you can contact Ofcom, the independent regulator and competition authority for the UK communications industries, at Ofcom Contact Centre, Riverside House, 2A Southwark Bridge Road, London SE1 9HA, Tel: +44 (0) 300 123 3333 or +44 (0) 20 7981 3040, website: www.ofcom.org.uk

You can also get further help and advice from your local Citizens Advice Bureau but this isn't part of our formal complaints procedure.

HOW TO GET A COPY OF THIS COMPLAINTS CODE

This Complaints Code is published on our website at www.peoplesfibre.co.uk. If you've any questions about the Complaints Code, or would like to receive a paper copy, please contact our Customer Support by sending an email to support@swishfibre.com or call 0800 048 9415, or writing to us at the address for "Post" above.

CUSTOMERS WITH SPECIAL NEEDS

People's Fibre welcomes all Customers, including those with special needs. We're committed to providing a supportive and non-discriminatory environment. To help our customers with special needs, we can supply large print, Braille or audio versions of this Complaints Code and any of our literature, including all our legal pages, on request. For this or any other help with special needs (i) when using our services or (ii) in relation to an agreement for services you have with us, you can contact our Customer Support by email, telephone or letter (as set out in the previous paragraph).