



Six Degrees' Customer Complaints Code

1.1.1. We take complaints very seriously and we are committed to making sure that your concerns are fully investigated. If you have a complaint about Six Degrees we want to hear about it, and we will do our best to put it right.

1.2. Six Degrees' Customer Complaints Code

1.2.1. Our Customer Complaints Code ensures our customers and our employees follow the same process when raising and handling a complaint. Our Customer Complaints Policy aims to:

- o Ensure you know how to obtain a copy of the Complaints Code and Policy;
- o Tell you how and where to raise a complaint;
- o Explain the process that is followed once a complaint has been logged;
- o Inform you of the next steps, should you be dissatisfied post resolution.

1.3. Copy of the Complaints Code

1.3.1. Hard copies of this complaints code are available upon request, also versions in Braille, audio or a foreign language. Please provide account details, contact number and full UK address in an email to: complaints@6dg.co.uk

1.4. Raise a complaint

1.4.1. We are committed to giving you the highest quality of service. Here are the ways you can complain to us:

- o By Email: complaints@6dg.co.uk;
- o By Phone: 0800 012 8070;
- o By Letter: Processing complaints takes longer by letter, but, if you prefer to write, please send your letter to the address below.

1.4.2. Make sure you include the account details of the service you are complaining about or details of the general complaint.

1.5. Complaints Resolution Office

1.5.1. Six Degrees Technology Group Limited, Commodity Quay, St Katharine Docks, London, E1W 1AZ.

1.5.2. We will normally get back to you by phone, but, if instructed to, we will respond and confirm points in writing.

1.6. Once a complaint has been logged

1.6.1. It is our policy to make sure that complaints are, wherever possible, resolved and that relationships are repaired. In order to achieve this:

- o **We will acknowledge your complaint.** We aim to do this within 4 working hours;
- o **We will assign an owner to your case.** A member of our Resolutions Office will contact you with their details;
- o **We will investigate fully and provide a response.** We aim to provide this response within 10 working days. We will contact you if we require further information or clarification;
- o **We will tell you if it will take longer.** If the situation requires longer investigation we will contact you within 10 working days to inform you of this and will let you know when you should expect our response.



1.7. Next Steps

1.7.1. If you're still not happy having followed the above process, and we have sent you a 'deadlock' letter or 8 weeks have passed since you have complained without any response from us, you can refer your complaint to the Communications and Internet Services Adjudication Scheme (CISAS). Their details are as follows:

CISAS, International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU, United Kingdom

Email: info@cisas.org.uk Tel: +44 (0)20 7520 3827 Fax: +44 (0)20 7520 3829

1.8. Six Degrees' Complaints Policy

1.8.1. Our Customer Complaints Policy aims to:

- o Deal with complaints fairly, efficiently and effectively;
- o Ensure that all complaints are handled in a consistent manner throughout;
- o Increase customer satisfaction;
- o Enable the continuous improvement of our services.