

# Purebroadband's Complaint code of conduct

## How to make a complaint to Purebroadband?

The most effective way to resolve a complaint is to contact our team as soon as the issues occurs.

Purebroadband can be contacted through the following channels:

- Call us on 01482 778838
- Email our customer service team on [customerservice@purebroadband.net](mailto:customerservice@purebroadband.net)
- Message our LiveChat
- Send a letter to , Purebroadband, Unit 1, Estuary Business Park, Henry Boot Way, Kingston upon Hull, HU4 7DY

When reporting an issue or raising a complaint, please include the following information:

- Account Name
- User ID (email on the account)
- Address and Postcode (of the connection the complaint is being raised against)
- Description of the problem and when it started

## How will Purebroadband investigate and resolve your complaint?

Our priority is to resolve a complaint as soon as possible. Once we have all the relevant information, we will then thoroughly investigate the issue and aim to respond within 10 working days. If we feel this is unachievable our team will contact you to keep you updated

## When will Purebroadband close a complaint?

Purebroadband will close a customer complaint if:

- The customer states they are satisfied with the solution implemented
- We have not received a response from the customer within 10 working days of the last correspondence attempt made by Purebroadband.

## What happens if the customer is still not satisfied with the solution Purebroadband propose?

In the event the customer is not satisfied with the outcome of their complaint, they must notify the Purebroadband customer service team in writing, stating why they are not satisfied and what would be considered as a satisfactory solution. At this point the issue will be escalated to the Customer Service Manager, who will carry out a further review and reply within 5 working days. If you are still unsatisfied after this stage, you have the right to take your complaint to the Ombudsman.

Before escalating an issue to the Ombudsman, the following conditions must have been met:

- Purebroadband fail to resolve the customer complaint to a satisfactory level within 8 weeks of the customer first making the complaint
- The customer has received a deadlock letter from Purebroadband

The Ombudsman will not accept a case unless all the above conditions have been met.

The Ombudsman can be contacted using the below methods:

Telephone: 0330 440 1614

**Ombudsman Services: Communications**

**PO Box 730**

**Warrington**

**WA4 6WU**

Further information on how to raise a complaint with the Ombudsman can be found here

[www.ombudsman-services.org](http://www.ombudsman-services.org)