

How we handle complaints from our consumer and business customers

Bliss Internet is dedicated to providing a blissful experience to all our customers.

However, things can still go wrong and when that happens we want to know about it.

This guide will lay out what you can do if you want to complain. Specifically, it will tell you:

1. How you can inform us that you're not happy.
2. What we will do about it and when.
3. What you can do if you're still not satisfied.

We recognise that some of our subscribers may be vulnerable or need extra help with their service or to raise a complaint. Our staff are trained to recognise such circumstances and encourage additional authorised account holders to be added to the account as well as using the most appropriate means of communication for the circumstance.

If you would like a paper copy of our complaints procedure or need a Braille, large print, or audio copy you can request them at the contact details below.

If we can provide any other assistance so you have an accessible way to communicate your complaint to us, just let us know and we will do our absolute best to provide that assistance.

This document should be read in conjunction with our Code of Conduct which is available at: <https://blissinternet.co.uk/knowledgebase/article/code-of-conduct>

Our complaints procedure complies with section C4 and C5 of Ofcom's customer complaints code guidance dated 30 July 2018.

Ofcom Classes Bliss Internet as a '**Communications Provider**' and as such a '**Regulated Provider**'.

This complaints procedure covers complaints received from the following, described by Ofcom as 'Relevant Customers',

- Residential - 'Domestic customers',
- Small Business Customers which Ofcom defines as a business employing 10 or less people.

How to inform us if you're not happy:

If you want to make a complaint be sure to include the account holders full name and the street address where the service is provided. This will allow us to process the complaint as fast as possible.

Please state clearly in your communication that you are making a formal complaint.

Complaints will be responded to by phone or in a similar manner as they were submitted. If we can't reach you in the same manner that you communicated with us and you have a current account with us, we will email you directly at the email we have on file and/or try to call you at the number we have on file.

Your complaint will remain open until we have received confirmation from you that you are satisfied with our response or 28-days has elapsed from the date of the response.

Where Home and Business Customers can submit a complaint:

Phone: **0114 303 3311**
Email: cs@blissinternet.co.uk
Online: <https://blissinternet.co.uk/contact>

Letter:

Customer Services Complaint Department
UNIT 16, TREETON ENTERPRISE CENTRE ROTHER CRESCENT, TREETON
ROTHERHAM, SOUTH YORKS S60 5QY
UNITED KINGDOM

What happens when we receive a complaint:

Once we have received your complaint we will try to fix it immediately. If we can't we will tell you what we are going to do about it, give you best estimate possible of how long it will take, and keep you updated on the resolution as it progresses.

If the complaint is related to our broadband service, you are required to provide us reasonable access and time to attempt to resolve the issue. We may require more information from you in certain circumstances before we can fully diagnose what is causing the problem.

If you would like to escalate your issue you can at any time by simply requesting an escalation. Once you do we will immediately complete a final review and issue you a written copy of that final review. We will do so via the email we have on file for you or by post should you request it.

If you're not happy with the results of our Internal process:

You have the opportunity to escalate your complaint for issues that we are unable to resolve through our internal process to a 3rd party before escalating to an ADR. We are members of the industry body representing wireless networks, UKWISPA. If you wish to escalate your complaint to this organisation we will give them a summary of the case to date and provide you a copy of the summary together with their contact details, so you can directly monitor the progress of your case.

UKWISPA is committed to providing a response within 2 weeks of being notified of the detail of the complaint.

Phone: 03333 660036

Email: info@ukwispa.org

Address:

**Member Complaints, UKWISPA, 4 Croftside Court, Cullingworth, Bradford,
BD13 5DE**

What to do if you're still not happy:

Finally, If you're not happy with the result of your complaint you can pass your complaint to our Alternative Dispute Resolution scheme run by **Ombudsman Services: Communications** under the following circumstances:

- If your complaint has been going on for eight weeks. We will write to remind you about your right to refer your complaint if your complaint reaches this point.

OR

- We have sent you a 'deadlock' letter stating there is no more we can do to try to resolve your issue. We will re-iterate what we are willing to do or have done to resolve your issue. You may request a deadlock letter at any time but please allow us a reasonable opportunity to resolve the issue ourselves.

Ombudsman Services: Communications provides a free independent service for customers who aren't satisfied with the final outcome of their complaint.

They'll only take complaints that sit within the Alternative Dispute Resolution scheme. They can't deal with complaints about commercial policy (like our prices or broadband availability). Nor can they deal with complaints from businesses with more than ten employees.

You have a maximum of 12 months to contact the Ombudsman after getting your 'deadlock' letter.

You can:

- **Find out more at** ombudsman-services.org
- **Phone them on 0330 440 1614***
- **Textphone them on 0330 440 1600***
- **Write to them at:**

Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU.