



Connexin Complaints Code of Practice

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1. Policy Statement

At Connexin we aim to provide all customers with exceptional service, however we appreciate that there may be a time when customers feel that we have not met expectations or that customers are not happy with the service that they have received.

This Complaints code of Practice aims to make customers and consumers aware of how a complaint can be made and when and how to escalate the complaint further if required. If a customer or consumer is unhappy with any part of our service, we ask that in the first instance that we are contacted and will do our best to resolve the issue in a timely manner.

We provide products that are both regulated and unregulated, details of which products are regulated and unregulated are listed at the end of this document. For those that are under regulation, we are required to abide by regulations as set down by the UK Communications regulator, [Home - Ofcom](#).

We are members of the [UK Internet Service Providers Association](#) (ISPA) and the <https://www.commsombudsman.org> who are an independent alternative dispute resolution service (ADR).

Details of all these services are available at the end of this policy.

Pricing and charges may change subject to the terms and conditions of your product/service. You will be advised of these changes. Prior to making a complaint regarding any changes to your charges/additional fees, please refer to the terms and conditions that have been agreed for the product/service that you are receiving.

For any billing queries that are not within the terms and conditions please refer to a member of the Service Delivery team who can assist you.

This complaints code covers all products and services that Connexin Group of Companies provides.

2. Our Responsibilities

- To ensure that your complaints are managed fairly and efficiently following the correct channels.
- To ensure that you are kept informed throughout the complaints process and that you understand the timeline for resolution.
- To ensure that you are kept informed of the investigation, its progress, and the outcome.
- To ensure that our complaints process is reviewed regularly to help us to Improve the quality of our service.

3. How to Make a Complaint

To register a complaint against our products and/or services you can contact us via the below channels.

- Telephone – 01482 363738
- Via Live chat link available on the website
- Email – complaints@connexin.co.uk

- Post to : -
Connexin Ltd
Complaints team
K3 Business Park
Unit 28/29
Clough Road
HULL
HU5 1SW

For IoT product and service complaints please contact us via iotcomplaints@connexin.co.uk

As part of the initial investigation, we may contact you to clarify some details. This will ensure that the nature of your complaint is logged correctly, as such we advise that written communication may be best course of action.

When registering your complaint please provide the following information: -

- Name of the account holder
- Full address of the postcode where the services are delivered to.
- Full description of the complaint.

4. Handling your Complaint – Regulated Products

- Our Service Delivery Team will first work with you to efficiently resolve all issues raised within your complaint, should further escalation be required your complaint can be escalated to the complaints team.
- Your complaint once received will be acknowledged within 10 working days.
- A full investigation will be conducted by our Complaints Team we aim to reach resolution within 8 weeks; however, we will endeavour to resolve all complaints as soon as possible.
- During the investigation we will look at all previous communications pertaining to your complaint, this includes written communication and any voice recordings that we may have.
- Occasionally we may require more time to resolve complex complaints. If this is the case, then we will contact you and keep you informed of the progress of your complaint.
- We will email you with the outcome of your complaint once a full investigation has been completed.

5. Steps Undertaken by Connexin when handling your complaint Regulated Products-

Step One

If you have a complaint regarding your Connexin product, package, service, installation, or our network build in your community, then please contact us using one of the prescribed methods. Our objective is to resolve queries or complaints within your first contact with us (wherever possible).

If you would prefer you can appoint an authorised representative to interact with us on your behalf. Should you wish to do so then please let us know when you contact us/ You may also refer to our Accessibility Policy for further assistance.

Step Two

When we have a solution with regards to your complaint, you will receive confirmation of this in writing. If you are unsatisfied with the outcome of your complaint you can request your complaint to be escalated to the Head of Service Delivery.

Our Head of Service Delivery will acknowledge your complaint in writing and then conduct a further impartial investigation with the aim of reaching an agreed resolution within two weeks of the complaint being escalated.

Step Three

Once our Head of Service Delivery confirms the resolution and eight weeks have passed, if you are still unhappy then you have the right to escalate your complaint further to the

<https://www.commsombudsman.org>

Using any of the below details

- Phone 0330 440 1614
- Email enquiry@commsombudsman.org
- Write to them Communications Ombudsman
P.O Box 730
Warrington
WA4 6WU

Prior to escalating to the Ombudsman, the below conditions must have been met:

1. **We have failed to resolve your complaint within eight weeks of the complaint first being made and acknowledged.**
2. **We have been unable to reach a resolution for both parties, which has resulted in a deadlock (confirmation of which will be provided in writing).**

The Ombudsman will **NOT** accept complaints that do not meet at least one of the above conditions.

The Ombudsman is a free, independent service approved by Ofcom (the communications regulator), that individuals and small businesses can use to help settle disputes where companies are members.

6. Handling your Complaint – Unregulated Products

- Complaints will first be received and handled by our Complaints Handler

- Your complaint once received will be acknowledged within two working days.
- A full investigation will be conducted by our Complaints Team, we aim to resolve your complaint within five working days.
- Occasionally we may require more time to resolve complex complaints. If this is the case, then we will contact you and keep you informed of the progress of your complaint.
- We will email you with the outcome of your complaint once a full investigation has been completed.

7. Steps Undertaken by Connexin when handling your complaint unregulated Products- Step One

If you have a complaint regarding your Connexin product, package, service, or installation then please contact us using one of the prescribed methods. Our objective is to resolve queries or complaints within your first contact with us (wherever possible).

Step Two

When we have a solution with regards to your complaint, you will receive confirmation of this in writing. If you are unsatisfied with the outcome of your complaint you can request your complaint to be escalated to the Head of Operations.

Step Three

Once our Head of Operations confirms the resolution, if you are still unhappy then you have the right to escalate your complaint further, routes of escalation will be confirmed with the Head of Operations.

8. Regulated and Unregulated Products

Connexin offer various products and services through different areas of our business below is a list of those that are regulated by the Ombudsman and those that are not.

Regulated products:

Broadband both residential and business
Telephone and VoIP services both residential and business
Leased Lines
Mobile Sims

Unregulated products:

CCTV
Door Access Control
Managed Wi-Fi
IoT Solutions

For more information about the services covered by Ofcom please visit: -

<https://www.commsombudsman.org>

Please note: All complaints made to Connexin will follow this complaints code. If the formal process is not followed, then it may delay the resolution time as you will be guided back to the formal process.

9. Changes to this Policy

Connexin is committed to delivering excellent customer service, to ensure that we continue to do so, this policy will be reviewed in line with company policy and any changes will be notified by posting an updated version on the website and/or by contacting you via email, Any changes will take effect 7 days after the date of our email, or the date on which we post the modified terms on our website, whichever is earlier.