

VMB COMPLAINT RESOLUTION GUIDE

December 2022



BUSINESS

1. Introduction

We're committed to bringing your business the best customer experience possible, but sometimes things go wrong, and you may need to make a complaint. Our complaints code of practice is set out here letting you know how we handle any problems. It also outlines how you can take a complaint further if we don't resolve the matter to your satisfaction.

2. Making a complaint

I'm not satisfied with the service I've been receiving from Virgin Media Business. What can I do?

If you're unhappy with our service, we'll do everything we can to resolve your complaint. All you need to do is contact us and we'll work on the resolution with you. We normally try and resolve complaints by telephone but can also provide a written response if needed. If you're unhappy we need to know about it as quickly as possible. You can contact us by phone, online or post (details below). Please include your account number, address, and contact number when you get in touch. If we don't hear from you within 28 days from the date of your complaint, we'll take this as confirmation you're satisfied with the resolution, and we'll let you know we're closing your complaint.

By phone

Call us free on 0800 052 0800 and one of our dedicated Customer Care team will be happy to help. If we can't settle your complaint during the first call, we'll agree a resolution with you and try to provide a plan of next step with dates.

Email/WebForm

Just log on to <https://www.virginmediabusiness.co.uk/help/s/businesscomplaints> Where you can fill out a Web Form to email our dedicated team who are on hand to respond to all queries. Your request will be acknowledged and answered within 5 working days.

By post

It's not as quick, but if you'd prefer to send us a letter, you can write to us at:

Complaints Virgin Media Business Ltd
Communications House
1 Chippingham Street
Sheffield
S9 3SE

Your letter will be acknowledged within 48 hours of receipt we aim to resolve all written complaints within 28 days.

What can I do if I'm still not satisfied?

We'll always aim to sort out any problem the first time you contact us. But if you're still not satisfied you can escalate the issue to a manager. If the manager is also unable to resolve your issue satisfactorily, you should request that your complaint is reviewed directly by our Operations Manager. If you have followed the process above and are still unhappy, you may be able to refer your complaint to the independent adjudication service, Ombudsman Services, depending on the size of your business (details below).

Independent Adjudication

Ombudsman Services offers independent adjudication of unresolved disputes to customers with no more than 10 employees. If you're a larger business, you may wish to seek independent advice. You can take an unresolved dispute to our alternative dispute resolution provider if we have not reached an agreed settlement within eight weeks of Complaint resolution. Complaint resolution receiving your complaint, or if we agree in writing that the dispute can't be settled between ourselves. In either of these circumstances, we will write to you to let you know that you would be entitled to refer your case for independent

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adjudication. This service is free of charge for any qualifying customer. They will independently gather evidence and will then make an impartial decision based purely on the merits of the case.

Contact details for Ombudsman Services are:

Phone: 0330 440 1614

Web: www.ombudsman-services.org

Email: enquiry@ombudsman-services.org

Post: Ombudsman Services: Communications, P.O. Box 730, Warrington, WA4 6WU

Thanks for your business; we're looking forward to working with you. If you have any questions, we'd love to hear from you. Please call our Customer Services team on 0800 052 0800.

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Registered in England and Wales No. 01785381



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