

Broadband for the Rural North

Complaints Procedure

We strive to ensure that all issues raised by customers, shareholders, landowners, volunteers and third parties are dealt with promptly and effectively as soon as possible.

If you feel that one of our teams has been unable to resolve your issue or wish to ensure your concerns are raised at a senior level, you may wish to follow our complaints procedure. In some instances, we can resolve an issue but in others we can only explain ourselves and apologise. We are committed to learning from our mistakes and will do our utmost to improve our service for you and others involved in the B4RN project.

If in the first instance you are not happy with any advice given or any resolution offered, please ask to speak to the relevant Team Leader or Manager. They may have a greater insight into your issue and may be able to assist you in a prompt fashion.

If the Team Leader or Manager is unable to resolve your issue satisfactorily, then please ask for your issue to be raised as a formal complaint with our Head of Customer Services. This can be done either directly with your already established contact within B4RN, or by using the office contact details above.

On receipt of a formal complaint, our Head of Customer Services, or in their absence the Helpdesk Manager, will log your complaint in the B4RN complaints register, assess your case and inform the relevant Senior Managers so that an initial assessment can be carried out. At this point we will contact you, and our internal teams, to pull in all the relevant facts to ensure that we are able to deal with your complaint as effectively as possible.

Your complaint will be investigated by the relevant member of our Senior Management Team under the direction of our Chief Executive Officer. We will respond to your complaint within 20 working days and will seek to resolve your complaint through open dialogue.

If your complaint is upheld, you will:

- receive a full apology
- be given details of any action that is being taken to put things right

We would hope that we can resolve all complaints satisfactorily through open dialogue. If, after eight weeks of raising your formal complaint, you are not satisfied with the outcome of our investigation you can ask for your complaint to be looked at by an Independent Ombudsman. Broadband for the Rural North is registered with the Ombudsmen Services as B4RN.

Below are some useful links:

<https://www.ombudsman-services.org/>

<https://www.ombudsman-services.org/how-it-works>

<https://www.ombudsman-services.org/providers/b4rn-ltd>

