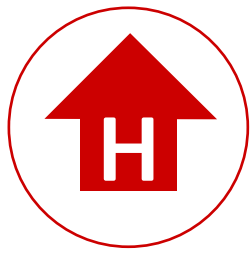


# Having your voice heard

Your guide to our Consumer Complaint Resolution Code of Practice





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## How it works

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## 1. Introduction

At Virgin Media, we aim to give you the best customer service possible. But if you feel we've fallen short of this, please let us know. We'll work with you to put things right and we'll always try to use your feedback to improve things where we can.

This Code lets you know how to go about making a complaint and how to take it further, if you need to. It covers the phone, broadband and TV services provided to you by Virgin Media Ltd as well as mobile services provided to you by Virgin Mobile Telecoms Ltd.

## 2. Making a complaint. Resolving a complaint.

What to do if you're not satisfied with our service:

If you're unhappy with our service, please let us know as soon as you can. We'll do our best to put things right, so you can carry on enjoying your services again. We'll also use your feedback to improve our service where we can.

If you have a complaint, we've set out our formal internal complaints procedure below. We are fully committed to addressing all complaints, fully and fairly, and in a reasonable timeframe.

We prefer to resolve complaints by telephone – but if you'd prefer to receive a response in writing, then please ask.

## How to get in touch:

There are 3 easy ways to get in touch. So we can get back to you sooner, let us know details like your account number, address and contact number when you contact us.

### By phone

Call us on the numbers below and our Customer Care team will be able to assist you.

Virgin Media	<b>150</b> from a Virgin Media line	<b>0845 454 1111</b> from any other phone line
Virgin Mobile	<b>789</b> from your Virgin Mobile phone (calls cost 10p)	<b>0845 600 0789</b> from any other phone line

We will try our best to resolve your complaint during your initial phone call. However, where this is not possible, we will agree a course of action with you and provide you, where possible, with clear timeframes and next steps for the resolution of your complaint.

### By email

Use the online form found on our web sites at [virginmedia.com](http://virginmedia.com) or at [virginmobile.co.uk](http://virginmobile.co.uk) We have a dedicated team who receive and respond to your emails. They'll work hard to resolve your problem, but just to make sure the process isn't slowed down, we ask you not to send correspondence to individual team member's email addresses. Your email will be acknowledged within 48 hours of receipt and we aim to resolve your complaint within 28 days of receipt.

### 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, PO Box 333, Matrix Court, Swansea, SA7 9ZJ.

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



## **If you remain dissatisfied:**

When we receive your complaint, we'll aim to resolve it to your complete satisfaction. If a complaint is not resolved to your satisfaction you can ask to escalate the issue to a manager. A manager may be available to speak to you immediately or they may call you back at a time that suits both of you. In the event that a manager has to call you back, you can help us by letting us know which daytime and evening contact numbers work best for you. If, after speaking to the manager, you feel we have still not dealt with your complaint appropriately, please ask for your complaint to be reviewed by a Senior Manager.

If, after following the process explained above, you are still not happy with the outcome of your complaint, you can refer your complaint to independent adjudication.

## **3. Independent Adjudication**

If we have not reached an agreed settlement within eight weeks of receiving your complaint or we agree in writing before the eight weeks is up that the dispute should be settled by independent adjudication, you have the option of referring your complaint for independent consideration to CISAS (the Communications and Internet Services Adjudication Scheme) of which Virgin Media is a member. CISAS will take evidence from both you and Virgin Media, and will make an independent decision based purely on the merits of the case.

Contact details for CISAS are as follows:

CISAS, 24 Angel Gate, City Road, London, EC1V 2PT

0845 1308 170

[info@cisas.org.uk](mailto:info@cisas.org.uk)

[www.cisas.org.uk](http://www.cisas.org.uk)

Further help and advice can be obtained from your local Citizens Advice Bureau but just to let you know, this is not part of the formal complaint process.

