

Our complaints code of practice

We are committed to delivering a high-quality broadband service that helps our customers make the most of their digital home; and we realise that on rare occasions you might feel that isn't happening.

It's important for you to let us know what you think about our service, and one way you might choose to do this is to make a formal complaint.

Our complaints code of practice guides you how to make a complaint directly to us, and lets you know who else can help you if you feel we haven't been able to resolve your complaint to your satisfaction.

How to make a complaint to us

We want to do our best to help you resolve any issues you might have in a fair way, and as soon as we can. So, it's important that you make a complaint with us as soon as possible should you need to.

1. Contact us about your complaint

Here are the ways you can reach our customer service team. Remember, you will need to give us details such as your name or account number, so we can investigate what has happened.

You can reach the team from 8am to 10pm Monday to Fridays, and 9am to 5pm at weekends.

- Phone - Call the team on 0330 1333693.
- Email - Send an email to complaints@digitalhomeuk.com
- Post - 13 The Rise, Sevenoaks, Kent, England, TN13 1RG

In some cases, we might need to get back to you at a later date or time, in which case we will ask you to let us know your preferred way to get back in touch with you.

2. How we resolve complaints

We will investigate every complaint we receive and try to resolve it within 28 days. Once we have found a solution to the problem, we will let you know and give you a chance to consider what we have done and decide whether you accept this. If you are happy with the result, please let us know and we will close your complaint. We will give you enough time to do this and if we don't hear from you within 14 days we will remind you that the complaint is being closed. If you need extra time, just let us know if you do.

Useful information

You might find it useful to visit the Ofcom website, or your local Citizens Advice team for extra help. These organisations do not form part of our formal complaints procedure but are available to give you helpful, independent advice, and work to make sure consumers get a fair deal.

- Ofcom website: www.ofcom.org.uk/phones-telecoms-and-internet/how-to-report-a-complaint
- Citizens Advice website: www.citizensadvice.org.uk/consumer