

## Complaints Code of Practice

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## 1. What is a complaint?

- 1.1. For the purpose of this policy, a complaint is an express of dissatisfaction by a customer about our products, services or customer service, as described in Ofcom's guidance. In simple terms, if you're not happy about something and we haven't been able to put it right or you leave dissatisfied, then that's classified as a complaint.
- 1.2. We want our customers to be happy and get the best products and services from us, but sometimes things along the way can go wrong.
- 1.3. Whether the cause of any complaint is Home Unity directly, or one of our suppliers, we will take ownership of all complaints and work directly with any of our suppliers where necessary, to resolve them on your behalf.

## 2. How do I raise a complaint?

- 2.1. If you're not happy about something, then our customer service agents are all trained to resolve complaints and they should be the first people you contact.
- 2.2. You can contact us to raise a complaint in any of the following ways:
  - 2.2.1. By Live Chat: [www.homeunity.co.uk](http://www.homeunity.co.uk)
  - 2.2.2. By phone: 02071128482
  - 2.2.3. By post: Home Unity Ltd,  
2nd Floor College House,  
17 King Edwards Road,  
Ruislip,  
London,  
HA4 7AE
  - 2.2.4. By email: [info@homeunity.co.uk](mailto:info@homeunity.co.uk)
- 2.3. When contacting us to raise a complaint, you will need to provide your full address, name, account number and the details of your complaint. To help speed up the resolution of your complaint, please let us know what we can do to put things right.

## 3. What happens when I raise a complaint?

- 3.1. Firstly, your complaint will be raised in our system. A confirmation email is sent, acknowledging this, and providing you with the complaint's reference number.
- 3.2. Our team will aim to work in a timely manner to find out what has gone wrong and put things right, as quickly as possible.
- 3.3. We aim to resolve all complaints within 14 days, however some complaints may take up to 8 weeks for us to resolve, depending on whether we need to make further investigations.

### Key Points

The quickest way to raise a complaint is on live chat or phone, but you can also email and write to us.

Our customer service agents are the first hand people that will assist you in order to resolve your complaint.

You should always raise your complaint with the customer service agents in the first instance.

We will acknowledge your complaint and aim to keep you updated along the way.

Where possible, we will let you know timeframes and the steps involved in our investigation.

Most complaints are resolved within 14 days, however some complaints can take up to 8 weeks.

- 3.4. We will aim to keep you updated during the investigation, and let you know of any further timeframes.
- 3.5. If you are not happy with how your complaint is being handled, then you can request this be escalated to their manager and so on, until it ultimately reaches our operations management.
- 3.6. If we have been unable to resolve your complaint to your satisfaction after our investigations are complete, we will issue a Deadlock Letter to you explaining our final position.

#### 4. Who is your Alternative Dispute Resolution (ADR) scheme?

- 4.1. If your complaint has been ongoing for more than 8 weeks or you have received a Deadlock Letter, you can contact our ADR scheme CISAS.
- 4.2. CISAS is an alternative dispute resolution (ADR) service approved by Ofcom. Ofcom-approved ADR services resolve disputes between communications providers and their customers and small business customers. Their job is to independently investigate any complaints by reviewing the facts of each case before recommending any action that may be needed to put things right.
- 4.3. You can contact CISAS in any of the following means:
  - 4.3.1. Website: [www.cisas.org.uk](http://www.cisas.org.uk)
  - 4.3.2. E-mail: [info@cisas.org.uk](mailto:info@cisas.org.uk)
  - 4.3.3. Tel: 020 7520 3827
  - 4.3.4. Post: CISAS, 70 Fleet Street, London, EC4Y 1EU

#### 5. I have a vulnerability or disability, who can help me?

- 5.1. If you wish to have someone else contact us on your behalf about your complaint, then we can add an authorised person to your account.
  - 5.1.1. To add an authorised person, firstly the account holder needs to contact us to request to have the person authorised.
  - 5.1.2. Alternatively we can accept a valid Lasting Power of Attorney document appointing the authorised person to act on your behalf for financial matters.
- 5.2. If you are deaf or speech-impaired, you can contact us in writing via live chat, email or post
- 5.3. If you require a copy of this complaints code of practice in any other format, e.g. Braille, Large Print, Audio file, then please let us know as we will send this code of practice in the alternative format.
- 5.4. We reserve the right to refuse to correspond with any appointed person or third party if we have reasonable grounds to do so.

### Key Points

If you're not happy with the way your complaint is being handled, then you can escalate your complaint to the customer service agents manager.

You may continue escalating the complaint (as long as you let each person try and resolve your complaint) until your complaint reaches the Board of Directors.

If we can't resolve your complaint, we will write to you and issue you a Deadlock Letter.

If you have a Deadlock Letter or your complaint has been ongoing for over 8 weeks, you can take your complaint to an Alternative Dispute Resolution (ADR) scheme to independently review the complaint.

If you have a vulnerability or disability, then let us know and we can speak to someone else on your behalf if you prefer.

This complaints code can be given to you in other formats, if required.

## 6. General

- 6.1. This Complaints Code of Practice follows Ofcom's guidelines but does not create any new statutory rights beyond your existing consumer protections under the relevant laws.
- 6.2. We reserve the right to amend this policy from time to time, in our sole discretion.

## Key Points