

Complaints Code of Practice

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1. What is a complaint?

- 1.1. As defined by Ofcom, a complaint is an express of dissatisfaction. 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
 - 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
- 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 reference number.
- 3.2. Our team will 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 sometimes it can take longer than this. Please allow up to 8 weeks.
- 3.4. We will always keep you updated during the investigation, and let you know of any further timeframes.

Key Points

Sometimes things go wrong and whether the fault is with us or our supplier, we will take accountability.

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 try 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 always keep you updated along the way.

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.

- 3.5. 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 the Board of Directors.
- 3.6. If we cannot resolve your complaint, or meet a resolution, we will write to you to say so, known as a Deadlock Letter.
- 3.7. If your complaint has been ongoing for more than 8 weeks or you have received a Deadlock Letter, you can escalate your complaint to an independent Alternative Dispute Resolution (ADR) scheme, approved by the regulator Ofcom.

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

- 4.1. Once 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 independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services resolve disputes between communications providers and their customers and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them 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
 - 4.3.2. E-mail: 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 Power of Attorney document for financial affairs and add the person authorised in this document to the account.
- 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.

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 can keep escalating (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.