

CUSTOMER CARE POLICY STATEMENT

We aim to meet customers' needs and offer a quality service by:

- Putting our customers at the centre of our service and seeking to understand the requirements of our customers
- Providing training for staff to develop their expertise and skills, including customer care, to ensure our service is of a high quality
- Establishing and improving standards by surveying customers and regularly monitoring our performance
- Dealing with complaints in a prompt, fair and positive manner.

Complaints

Complaints should be handled courteously and promptly at every stage; and as far as practicable in accordance with the following time scales:

- An acknowledgement within 10 working days from the receipt of a complaint; and
- A response addressing the issues raised in the initial letter of complaint within 10 working days from its receipt.

All Significant complaints are documented and investigated as part of our ISO9001 Quality Management System.

Defects / Faults

Defect notices will be responded to according to significance and type. All defects are logged and completion notice and customer feedback forms issued.

Our Customer Care Manager utilises a notification system which identifies the urgency priority to be given to different categories of defects;

4 Hour

1 Day

3 Day

10 Days

21 Days

and will utilise a system of 7 day notice letters.

Approved By: Oliver Helm, CEO

Date: 14th October 2023.

FullFibre	Document Number	9001/XXX	Version
Document Type	Authorised	Oliver Helm	V1
Policy	File Name		Release Date
Document controlled unless printed	Full Fibre Customer Care Policy Statement V1 (Website)		14 Oct 23
Document Classification	Green		