



**BUSINESS**

# **Complaints resolution guide**

**July 2024**



# We're here to help

We pride ourselves on giving your business the best customer experience possible – but if something's not quite right, we want to know so we can fix it. This guide will explain how to make a complaint and how to take it further if you're not satisfied with the outcome.

## Making a complaint

If you're not happy with our service, let us know and we'll do everything we can to sort it out quickly. When you get in touch, make sure to include your account number, contact number and address. We'll get back to you and propose a solution as soon as we can. If we don't hear from you within 28 days of you first reaching out, we'll assume everything's resolved and close your complaint.

### You can get in touch by:

#### Phone

Give us a call on **0800 052 0800** and we'll be happy to help. If we don't sort the issue during the first call, we'll let you know our plan of action, including next steps and dates.

#### Email or online form

Head **here** and fill in the online form with your issue. We'll get back to you within five working days.

#### 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 Business Ltd**  
**Communications House**  
**1 Chippingham Street**  
**Sheffield**  
**S9 3SE**

Once we get your letter, we'll reply within 48 hours.  
We aim to resolve all written complaints within 28 days.



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## Still not satisfied?

It's always our goal to sort the issue the first time you contact us. If you're still not happy, you can ask to talk to one of our managers. If that doesn't resolve it, you can ask for your complaint to be reviewed by our Operations Manager. And if that doesn't take care of it, you might be able to refer your case for independent adjudication – more on this below.

## Independent adjudication

If we haven't resolved your complaint within eight weeks of receiving it, or if we agree in writing that it can't be settled between us, we'll contact you to let you know you can refer your case for independent adjudication with Ombudsman Services.

They'll gather evidence and make an impartial decision based purely on the facts of the case. Just so you know, this is a free service for businesses with 10 employees or less – if you're a larger business, you might want to get independent advice.

### You can contact Ombudsman Services by:

**Phone:** 0330 440 1614

**Website:** [commsombudsman.org](https://commsombudsman.org)

**Email:** [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

**Post:** Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

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