



Code of Complaint

As highlighted in our Code of Service, we are committed to ensuring all viewers in the UK continue to receive a good Freeview service, or are offered a suitable alternative, as 4G at 800 MHz mobile services launch.

We will endeavour to provide the best possible service to you; however, we recognise we might not always get it right. If you are dissatisfied with the service we provide, or don't feel we have dealt with your problem appropriately or adequately, you can complain to us easily.

This at800 Code of Complaint sets out:

- how to complain
- what we will do and by when
- what to do if you're still not satisfied.

How to complain

We aim to provide excellent customer service but understand that things may occasionally go wrong. When they do, first tell us the problem and we'll try our best to fix it. If we are not able to help, or you are dissatisfied with the service we provide, then you can make a complaint. If you aren't able to complain yourself, you can ask someone else to register a complaint and act on your behalf.

Contacting us by phone is the quickest way to make a complaint. There are also other ways to get in touch to complain:

By phone – call our UK-based contact centre on or 0808 13 13 800. Calls are free from UK landlines and mobile phones.

Online – visit www.at800.tv/contact-us/ and select 'make a complaint' in the *Nature of Enquiry* dropdown box.

By post – if you would prefer, write to us at the address below. Please include your full address including postcode and a contact phone number, as we may need to call you back. Complaint Resolution Team, at800, PO Box 358, Birkenhead, CH25 9EJ

What we will do and by when

We will try to resolve any problems to your satisfaction and as quickly as possible. You will be dealing with someone in our complaint resolution team; if that person can't resolve the issue immediately, they will let you know what we will do and by when.

We will respond to an email within one working day and a letter within five working days of receipt. If we can't resolve your complaint immediately, we will keep you informed via your preferred means (phone call, email or letter) - while we look into things further.

If our complaint resolution agent can't resolve the problem to your satisfaction, we will escalate it to the Viewer Relations Manager. We aim to have resolved your complaint within ten working days of receipt.

What to do if you're still not satisfied

We are confident that in most cases we will have reached a satisfactory conclusion. However, if you don't agree with our proposal, we will explain our final position in a deadlock letter – this means there is nothing more we plan to do. If, having followed the process above, you feel your complaint is not resolved to your satisfaction; you can refer it to our selected Ombudsman Service – the **Communications and Internet Services Adjudication Scheme (CISAS)**.

CISAS provide a free independent service for consumers who aren't satisfied with the final outcome of their complaints. They carry out an independent review and issue a final decision.

You may choose this step if one of the following apply:

- we have set out our final position in a deadlock letter or
- eight weeks have passed since you first lodged your complaint.

You can contact CISAS by phone or fax, via website or email, or by post using the following details:

- By phone: 020 7520 3827 (Monday – Friday 9.00am to 5.00pm)
- By fax: 020 7520 3829
- Via the website: www.cisas.org.uk
- By email: info@cisas.org.uk
- By post: CISAS, 70 Fleet Street, London, EC4Y 1EU

You have twelve (12) months from raising the issue to log your complaint with them. Please note that the CISAS will not deal with complaints about government policy as set out in the letter dated 10 July 2012 from Ed Vaizey, Minister for Culture, Communications and Creative Industries. Complaints and requests for further information about Government policy should be addressed to the Ministerial Support Unit, Department for Digital, Culture, Media & Sport, 100 Parliament Street, London SW1A 2BQ. The e-mail address is enquiries@culture.gov.uk and the telephone number for general enquiries is (020) 7211 6000.

If you have a problem with your Freeview TV service that is not related to the launch of 4G services at 800 MHz, we can suggest other sources of information and advice.