



# Six Degrees Group Customer Complaints Code and Policy

Version 1.0

We take complaints very seriously and we are committed to making sure that your concerns are fully investigated. If you have a complaint about Six Degrees Group we want to hear about it and we will do our best to put it right.

## Six Degrees Group Customer Complaints Code

Our Customer Complaints Code ensures our customers and our employees follow the same process when raising and handling a complaint. Our Customer Complaints Policy aims to:

- ensure you know how to obtain a [copy of the Complaints Code](#) and Policy;
- tell you how and where to [raise a complaint](#);
- explain the process that is followed [once a complaint has been logged](#);
- inform you of the [next steps](#), should you be dissatisfied post resolution.

## Copy of the Complaints Code

- Hard copies of this complaints code are available upon request, also versions in Braille, audio or a foreign language. Please provide account details, contact number and full UK address in email to: [complaints@6dg.co.uk](mailto:complaints@6dg.co.uk);
- This document can be found online:  
[http://www.6dg.co.uk/uploads/docs/six\\_degrees\\_group\\_customer\\_complaints\\_code\\_and\\_policy\\_v1.pdf](http://www.6dg.co.uk/uploads/docs/six_degrees_group_customer_complaints_code_and_policy_v1.pdf)

## Raise a complaint

We are committed to giving you the highest quality of service. Here are the ways you can complain to us:

- Online: <http://www.6dg.co.uk/resolutions/>  
By Email: [complaints@6dg.co.uk](mailto:complaints@6dg.co.uk)  
By Phone: 0800 012 8070  
By Letter: Processing complaints takes longer by letter, but if you prefer to write, please send your letter to the address below. Make sure you include the account details of the service you are complaining about, or details of the general complaint.

### Complaints Resolution Office

Six Degrees Technology Group Limited, Commodity Quay, St Katharine Docks, London, E1W 1AZ.

We will normally get back to you by phone but if instructed to, we will respond and confirm points in writing.

## Once a complaint has been logged

It is our policy to make sure that complaints are, wherever possible, resolved and that relationships are repaired.

In order to achieve this:

1. **we will acknowledge your complaint.** We aim to do this within 4 working hours;
2. **we will assign an owner to your case.** A member of our Resolutions Office will contact you with their details;
3. **we will investigate fully and provide a response.** We aim to provide this response within 10 working days. We will contact you if we require further information or clarification;
4. **we will tell you if it will take longer.** If the situation requires longer investigation we will contact you within 10 working days to inform you of this and let you know when you should expect our response.

## Next Steps

If you're still not happy having followed the above process, and we have sent you a 'deadlock' letter or 8 weeks have passed since you have complained without any response from us, you can refer your complaint to the Communications and Internet Services Adjudication Scheme (CISAS), this is for companies with 10 employees or fewer. Their details are as follows:

CISAS, International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU, United Kingdom.

Email: [info@cisas.org.uk](mailto:info@cisas.org.uk). Tel: 020 7520 3827. Fax: 020 7520 3829.

For companies with over 10 employees: Having made a formal complaint, if you are not satisfied with our response and wish to pursue it further, then you will need to seek your own independent legal advice.

## Six Degrees Group Complaints Policy

Our Customer Complaints Policy aims to:

- deal with complaints fairly, efficiently and effectively;
- ensure that all complaints are handled in a consistent manner throughout;
- increase customer satisfaction;
- enable the continuous improvement of our services.