

B3 Communications - Complaints Policy

Our Commitment

At B3 Communications, we are committed to delivering a high standard of service. We recognise that, from time to time, issues may arise and, when they do, we want to resolve them promptly, fairly, and transparently.

This Complaints Policy sets out how to raise a complaint, how we will handle it, and what options are available if you are not satisfied with the outcome.

How to Make a Complaint (Stage 1)

If you wish to make a complaint, please contact us via our usual customer service channels and provide the following information where possible:

- Your name, organisation name, and contact details
- If you are raising a complaint on behalf of another party, confirmation of your authority to do so
- A clear description of the issue, including relevant dates, times, and individuals involved
- Any supporting documents or evidence you wish us to consider
- The outcome or resolution you are seeking

We will acknowledge receipt of your complaint within 2 working days.

Initial Investigation and Response (Stage 1)

Your complaint will be reviewed by an appropriate manager or complaints case handler who has not previously been directly involved in the matter where possible.

We aim to provide:

- An initial response and, where possible, a resolution within 10 working days of receipt, or
- A clear update explaining why further investigation is required and when you can expect a full response

Escalation and Appeal (Stage 2)

If you remain dissatisfied with the Stage 1 outcome, you may request escalation of your complaint.

- Your complaint will be reviewed by a senior member of staff independent of the original decision
- We will acknowledge your escalation within 2 working days
- A written response outlining our findings and decision will be provided within 10 working days

If you do not respond within 28 days of receiving this response, we will consider the complaint resolved.

Final Review (Stage 3)

If you remain dissatisfied following Stage 2, you may request a final internal review.

- The review will be conducted at senior management level
- You will receive a final written decision setting out our conclusions and any remedies offered

This decision represents the conclusion of B3 Communications' internal complaints process.

Alternative Dispute Resolution (ADR)

If:

- You are a micro-enterprise (an organisation employing 10 or fewer individuals), and
- You remain dissatisfied after completion of our internal complaints process, or
- Eight (8) weeks have passed since you first raised your complaint

You may be entitled to refer your complaint to our approved Alternative Dispute Resolution scheme, the Communications Ombudsman.

B3 Communications is not required to issue a formal deadlock letter in every case. However, where appropriate and in line with applicable Ofcom regulations, we may issue a deadlock or ADR notification letter on a case-by-case basis.

Where applicable, we will issue you with written confirmation of your right to escalate your complaint to the Communications Ombudsman and provide the necessary contact details.

Confidentiality and Data Protection

All complaints are handled confidentially. Information will only be shared internally where necessary to investigate and resolve your complaint.

Personal data will be processed in accordance with applicable data protection legislation. With your consent, anonymised complaint information may be used for training and service improvement purposes.

Continuous Improvement

We value all feedback and use complaints as an opportunity to improve our services, processes, and customer experience.