

## **CUSTOMER COMPLAINTS CODE**

### **1 INTRODUCTION**

- 1.1 This is our Customer Complaints Code and it was last updated on 7<sup>th</sup> December 2021.
- 1.2 At TalkTalk, we take complaints very seriously. We'll try to fix anything you're unhappy with as quickly and effectively as we can. Your complaints give us a chance to put things right and help us improve our service to all our customers.
- 1.3 TalkTalk is a signatory to the industry automatic compensation scheme. For more information, please see [About your auto compensation credit - TalkTalk Help & Support](#).

### **2 HOW YOU CAN MAKE A COMPLAINT**

- 2.1 Our customer service advisors are trained to deal with customer complaints and should be the first people you contact. They will always attempt to resolve your complaint on the first contact, however, if this is not possible, we will make you aware of the reasons why and will set timescales for your complaint to be resolved.

You can contact an advisor using any of the following methods:

(a) By live chat

Our live chat teams are available Monday – Friday between 9am & 9pm, Saturday 9am & 7pm and Sunday 9am & 6pm, and are the best way for you to contact us. Please visit our [Contact Us](#) page select the topic you'd like to discuss with us and we'll give you the option of chatting online to one of our specially trained Live Chat agents.

b) By phone

If you'd prefer to speak to one of our team, our Customer Service agents are available Monday to Friday between 9am & 7pm, and Saturday 9am & 6pm. Depending on the nature of your query, please call one of the numbers listed below:

- (i) for complaints about your TV, phone line or broadband (including fibre and UFO) service, call 0345 172 0088 (free from any TalkTalk landline); and
- (ii) for complaints about your mobile service, call 0345 172 0044 (free from any TalkTalk mobile). Call charges from other providers will vary and calls from mobiles will cost substantially more.

(c) By post

If you'd like to write to us, please address your letter to:

TalkTalk Correspondence Dept.  
PO Box 675  
Salford  
M5 0NL

In your letter, please include the following information as it will help us investigate your complaint more effectively:

- (i) your name;
- (ii) the date the problem occurred;
- (iii) your TalkTalk home telephone number;
- (iv) the names of any customer service advisors or managers you may have dealt with;
- (v) a description of your complaint; and
- (vi) any one of the following:
  - (A) the 3rd and 6th characters of your TalkTalk account password;
  - (B) the answer to your personal security question;
  - (C) the last 4 digits of the bank account or card number you use to pay your TalkTalk bill; or
  - (D) your TalkTalk account number.

(d) By email

You can complain by email by contacting us at [concerns@talktalkplc.com](mailto:concerns@talktalkplc.com). Depending on the nature of your complaint, we may need you to call us for us to better understand and resolve your issue. Please include the information noted in paragraph 2.1(c) above.

If you choose to write to us, your letter will be given to one of our specialist agents who will always try to contact you by telephone to resolve your query.

### 3 IF YOU NEED SPECIFIC HELP

- 3.1 We're committed to helping all customers contact us easily. If you can't send a complaint to us yourself, you can nominate someone to do it for you. If you've set up a nominated user for your account by completing and returning a Nominated User Application Form, the nominated person can make the complaint on your behalf. Otherwise, you can ask someone else to make the complaint for you. However, when they contact us, we will first need you to verify that you are happy with this.
- 3.2 If you're deaf or speech-impaired, you can contact us using the Next Generation Text Relay service. To do this, dial 18001 before calling 0345 172 0088 from a text relay phone.
- 3.3 If you require a copy of our Customer Complaints Code in an alternative format, we can also supply it in braille, large print, coloured paper options and on audio CD. To request a copy in one of these formats, please call 0345 172 0088 (free from a TalkTalk landline).

### 4 HOW WE'LL INVESTIGATE YOUR COMPLAINT

- 4.1 If you contact us by:
  - (a) live chat or phone, we'll find out more about your complaint, review any details we hold about you on our systems and try our best to resolve your issue whilst you're chatting to our advisor. If our advisor is unable to resolve your complaint whilst you're chatting, we'll explain why, tell you how long we think it'll take to fully resolve your complaint and explain how we'll keep you updated; or

- (b) letter, we'll review your complaint in full taking into account any details we hold about you in our systems. Your complaint will then be passed to the most suitable department who will try to resolve your complaint. We'll normally respond by phone, unless this isn't possible, in which case we'll write to you.
- 4.2 We'll do all we can to resolve your complaint as fast as possible and will ensure that any service affecting issues are treated as priorities.
- 4.3 We aim to respond to complaints within 10 working days; however, this may not always be possible depending on the nature of your complaint. We'll let you know if this is the case.

## 5 IF YOU'RE STILL NOT SATISFIED

- 5.1 If you're not satisfied with our initial response to your complaint, please ask to speak to a manager. If a manager is not available immediately, they will try to contact you within 3 working days.
- 5.2 If you are still not satisfied after speaking to a manager, you can ask the Communications and Internet Services Adjudication Scheme (CISAS) to independently review your complaint.

Please note, CISAS will not accept cases that are less than 8 weeks old unless you have received a deadlock letter from the CEO's Office, which means there is nothing further we can do to resolve your complaint. You can contact CISAS using these details:

Web: [www.cedr.com/consumer/cisas/](http://www.cedr.com/consumer/cisas/)  
Email: [cisas@cedr.com](mailto:cisas@cedr.com)  
Post: CISAS  
100 St Paul's Churchyard  
London  
EC4M 8BU  
Telephone: 020 7520 3814