



Having your voice heard

Your guide to our Consumer Complaint
Resolution Code of Practice

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1. Introduction

At Virgin Media, we aim to give you the best customer service possible. But if you feel we've fallen short of this, please let us know. We'll work with you to put things right and we'll always try to use your feedback to improve things where we can.

This Code lets you know how to go about making a complaint and how to take it further, if you need to. It covers the phone, broadband and TV services provided to you by Virgin Media Ltd as well as mobile services provided to you by Virgin Mobile Telecoms Ltd.

2. Making a complaint. Resolving a complaint.

What to do if you're not satisfied with our service:

If you're unhappy with our service, please let us know as soon as you can. We'll do our best to put things right, so you can carry on enjoying your services again. We'll also use your feedback to improve our service where we can.

If you have a complaint, we've set out our formal internal complaints procedure below. We are fully committed to addressing all complaints, fully and fairly, and in a reasonable timeframe.

We prefer to resolve complaints by telephone – but if you'd prefer to receive a response in writing, then please ask.

How to get in touch

There are 2 easy ways to get in touch. So we can get back to you sooner, please give us details like your account number, address and contact number when you contact us.

By phone

Call us on the numbers below and our Customer Care team will be able to assist you.

Virgin Media	150 free from your Virgin Media phone line	0345 454 1111* from any other phone line
Virgin Mobile	789 free from your Virgin Mobile phone	0345 600 0789** from any other phone line

We will try our best to resolve your complaint during your initial phone call. However, where this is not possible, we will agree a course of action with you and provide you, where possible, with clear timeframes and next steps for the resolution of your complaint.

By 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, PO Box 333, Matrix Court, Swansea, SA7 9ZJ.

Your letter will be acknowledged within 48 hours of receipt and we aim to resolve all written complaints within 28 days of receipt.

*For call costs to our team from a Virgin Media home phone, visit virginmedia.com/callcosts. Call costs from other networks and mobiles may vary.

**Please note standard charges apply, check with your network operator for rates.

If you remain dissatisfied:

When we receive your complaint, we'll aim to resolve it to your complete satisfaction. If a complaint is not resolved to your satisfaction you can ask to escalate the issue to a manager. A manager may be available to speak to you immediately or they may call you back at a time that suits both of you. In the event that a manager has to call you back, you can help us by letting us know which daytime and evening contact numbers work best for you. If, after speaking to the manager, you feel we have still not dealt with your complaint appropriately, please ask for your complaint to be reviewed by a Senior Manager.

If, after following the process explained above, you are still not happy with the outcome of your complaint, you can refer your complaint to independent adjudication.

3. Independent Adjudication

If we have not reached an agreed settlement within eight weeks of receiving your complaint, or we agree in writing before the eight weeks is up that the dispute should be settled by independent adjudication, you can refer your complaint for independent consideration through Alternative Dispute Resolution. This service is absolutely free of charge. Here are their details:

For TV, broadband, phone or mobile complaints:

CISAS, 70 Fleet Street,
London
EC4Y 1EU

0207 5203827

info@cisas.org.uk

www.cisas.org.uk

For financial services complaints:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

0300 1239123

complaint.info@financial-ombudsman.org.uk

www.financial-ombudsman.org.uk/consumer/complaints

You may also be able to refer a dispute to the European Online Dispute Resolution (“ODR”) platform at <http://ec.europa.eu/odr>. The ODR platform is a web-based platform which is designed to help consumers who have bought goods or services online. It provides access to independent alternative dispute resolution services which are usually free for you to use.

Our email address for Online Dispute Resolution complaints is **ODR@virginmedia.co.uk**.

If you'd like any extra help or advice, you can talk to your local Citizens Advice Bureau (CAB) for free. But just to let you know, this is not part of the formal complaint process.