Our complaints code of practice
How we listen and respond to complaints

April 2019
This is our complaints code of practice

It explains how you can make a complaint and how we’ll put things right.

Please get in touch if you want a paper copy of this booklet. (It’s free.) All our contact details are on the next page.

And for braille, large print or an audio CD visit bt.com/mediatypes
How to let us know you’re not happy

There are a lot of ways to get in touch, but it’s probably easiest to ring us or chat online. If you email or write a letter, it might take us up to 10 days to get back to you.

However you make your complaint, please tell us your account number and the phone number linked to your service. This will help us investigate and ring you back quickly.

If your landline or broadband service has been delivered late, or you’ve had a total loss of service that has taken more than two working days to fix, or our engineer has missed an appointment we made with you, your account will be credited automatically in accordance with our Automatic Compensation scheme. You can see the details at bt.com/compensation

If you’re a home customer:
chat or email by visiting bt.com/complaints
ring one of these numbers –
0800 800 151 (for faults)
0800 800 150 (for complaints)
18001 0800 800 150
(to use a textphone)
send a letter to –
Customer Service Manager
BT Customer Correspondence Centre
Providence Row
Durham
DH98 1BT
or use British Sign Language by going to bt.com/contactinbsl

If you’re a small business:
chat or email by visiting btbusiness.custhelp.com
ring one of these numbers –
0800 800 154 (for faults)
0800 800 152 (for complaints)
0845 600 6156 (to use a textphone)
send a letter to –
BT Business accounts
Providence Row
Durham
DH98 1BT
or use British Sign Language by going to bt.com/contactinbsl

Depending on your complaint, here’s more options
To complain about:
• payphones call us free on 0800 661 610
• a product your business has rented* ring 0800 216 663.
• content on BT Sport visit bt.com/contact/btsportcontent
• programmes or advertising on BT TV start by calling us. And if you’re not satisfied with our response, think about contacting OFCOM (ofcom.org.uk). The Advertising Services Authority might also be able to help. You can see their complaints process at asa.org.uk

*This doesn’t include line rental.
How do we respond to complaints?

It’s a little different for rented products, but this is what usually happens once a customer complains:

1. **We'll try to fix the issue straightaway**
   If we run into problems, we'll tell you how long it's going to take and when to expect an update.

2. **If you're unhappy, you can ask to escalate your complaint**
   You can do this at any time. But please let us try to sort things out first.

3. **If our response falls short, you can escalate for a second time**
   If you do this, we’ll carry out a final complaint review.

4. **We'll close your complaint**
   Once we've fixed your problem, we'll mark your complaint as closed. We'll also close your complaint if we've really tried to get hold of you, but you've managed to avoid our calls and messages for more than 27 days.

What happens next?

So if your complaint's about a rented product, you can refer it to the Financial Ombudsman. But can you take other complaints further?

Absolutely. If you're not satisfied with the outcome of your complaint, you can involve the Ombudsman using the Alternative Dispute Resolution scheme.

Now the Ombudsman can't deal with complaints about commercial policy (like our prices or broadband availability). And they can't help businesses with more than ten employees.

But they will give you advice if you're a home or small business customer who either:

- complained eight weeks ago and is still struggling with their issue. (You'll also get advice if you complained in the last six years, as long as you raised the complaint after 1 October 2015.)
- Or received a 'deadlock' letter in the past 12 months. (We'll only send you a 'deadlock' letter when there's nothing more we can do to solve your complaint. You can ask for this letter anytime, but please give us a chance to fix the problem first.)

To use the Alternative Dispute Resolution scheme:

- visit ombudsman-services.org/complain-now
- phone 0330 440 1614
- textphone 0330 440 1600
- write to them at Ombudsman Services: Communications PO Box 730 Warrington WA4 6WU

And if your complaint is about a product you bought online, use the Online Dispute Resolution platform by:

- visiting ec.europa.eu/odr and filling out the form with this information:
  - Our name is BT Group plc
  - Our website is bt.com
  - Our location is BT centre, 81 Newgate Street, London, EC1A 7AJ UK
  - Our email address for issues like these is eu.resolution@bt.com

### If you’re concerned about a product your business has rented:

1. Ring 0800 216 663
   And we’ll aim to resolve your complaint within eight weeks.

2. If you’re unhappy, you can refer your complaint to the Ombudsman
   The Financial Ombudsman gives free independent advice. So if you’ve complained about a rented product and aren’t satisfied with our response you can:
   - find out more at financial-ombudsman.org.uk
   - phone 0800 023 456
   - or write to them at The Financial Ombudsman Exchange Tower London E14 9SR
The information provided in this code isn’t contractual. It’s in addition to any other rights you might have under the terms and conditions that apply when we supply services and equipment to you. You can find these terms at bt.com/terms. All information was correct when this code was published (April 2019).

We provide services throughout the UK, although some may not be available in Hull.

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