



# Our complaints code of practice

Find out how you can make a complaint, and how we'll put things right.

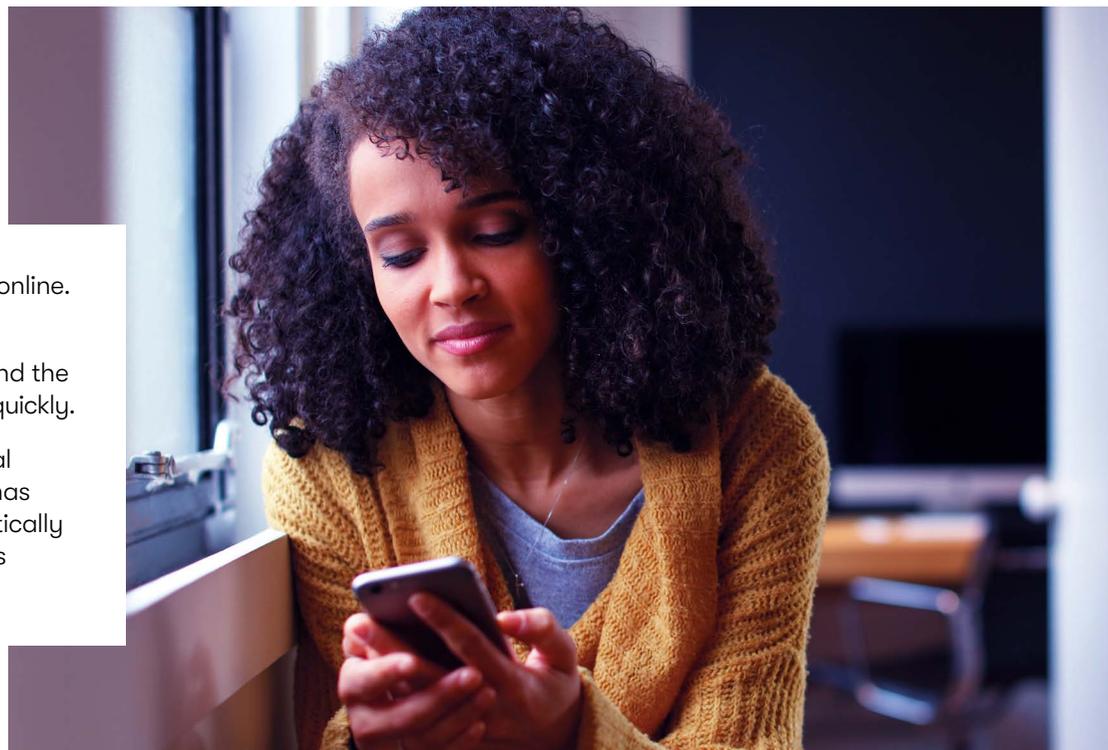


# How to let us know you're not happy

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 ten days to get back to you.

However you make your complaint, you'll need to give 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](https://bt.com/compensation)



## If you're a home customer:

- chat or email by visiting [bt.com/complaints](https://bt.com/complaints)
- ring one of these numbers –  
For faults **0800 800 151**  
For complaints **0800 800 150**  
Or to use a textphone  
**18001 0800 800 150**
- 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](https://bt.com/contactinbsl)

## If you're a small business:

- chat or email by visiting [btbusiness.custhelp.com](https://btbusiness.custhelp.com)
- ring one of these numbers –  
For faults **0800 800 154**  
For complaints **0800 800 152**  
Or to use a textphone **0845 600 6156**
- send a letter to –  
BT Business accounts  
Providence Row  
Durham  
DH98 1BT
- or use British Sign Language  
by going to [bt.com/contactinbsl](https://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](https://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](https://ofcom.org.uk))

The Advertising Services Authority might also be able to help. You can see their complaints process at [asa.org.uk](https://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:

## Step 1

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

## Step 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.

## Step 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.

## Step 4

Once we've fixed your problem, we'll close your complaint. We'll also do this if we've tried to contact you, but haven't been able to reach you for more than 28 days.

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

Ring **0800 216 663** and we'll aim to resolve your complaint within eight weeks.

If you're unhappy, you can refer your complaint to the Financial Ombudsman Service, which 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](https://financial-ombudsman.org.uk)
- phone **0800 023 456** or write to them at Financial Ombudsman Service, Exchange Tower, London E14 9SR.

### What happens next?

So if your complaint's about a rented product, you can refer it to the Financial Ombudsman Service. 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.

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](https://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](https://ec.europa.eu/odr) and, when prompted, filling out the forms with this information:

Our name is BT Group plc; our website is [bt.com](https://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](mailto:eu.resolution@bt.com)

Please get in touch if you want a paper copy of this booklet – it's free.

And for braille, large print or an audio CD visit [bt.com/mediatypes](https://bt.com/mediatypes)

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

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