



## Complaints code of practice 2018

# Contents

We're all about providing the best possible service	3
How to get in touch if you're not happy	4
What to do and when	5
What to do if things still aren't right	5

# We're all about providing the best service possible.

Even so, things can go wrong. When they do, we want to know so we can put them right.

This complaints code gives you all the information you need if you want to complain. It tells you:

- how to get in touch if you're not happy
- what we'll do and when
- what to do if things still aren't right.

If you can't raise a complaint yourself, you can ask someone with access to your information to do it for you.

If you'd like a paper copy of the complaints code (for free) please ask us using the contact details on the next page. You can also ask for a copy in braille, large print or audio CD (including a text file that can be used on your computer) at [bt.com/mediatypes](https://www.bt.com/mediatypes)



# How to get in touch if you're not happy

If you want to make a complaint be sure to include the account number and telephone number of the service you're complaining about. That's because these help us process it faster. We'll normally get back to you by phone, but will confirm any conversation in writing if you ask us to.

The quickest ways to get in touch are by phone or online using LiveChat. If you prefer, you can email or write to us but it might take longer to get back to you (up to 10 days). We'll aim to solve your complaint within 14 days but sometimes it does take a bit longer.

## Home customers

**Online** (via LiveChat or email)  
[bt.com/complaints](https://bt.com/complaints)

### Phone\*

Faults	<b>0800 800 151</b>
Complaints	<b>0800 800 150</b>
Textphone	<b>18001 0800 800 150</b>

### Letter

Customer Service Manager  
BT Customer Correspondence Centre  
Providence Row  
Durham  
DH98 1BT

## Small business

with 10 employees or fewer

**Online** (via LiveChat or email)  
[btbusiness.custhelp.com](https://btbusiness.custhelp.com)

### Phone\*

Faults	<b>0800 800 154</b>
Complaints	<b>0800 800 152</b>
Bill complaints	<b>0845 600 6156</b>

### Letter

BT Business Accounts  
Providence Row  
Durham  
DH98 1BT



## Sign Language

If you use British Sign Language, please go to [bt.com/contactinbsl](https://bt.com/contactinbsl)

## Content on BT Sport

If you have a complaint about BT Sport content, go to [bt.com/contact/btsportcontent](https://bt.com/contact/btsportcontent)

## TV Content Complaints

If your complaint is about the content of a programme, please contact us first. If you're still not happy you should contact OFCOM. OFCOM has replaced the Association for TV On-Demand (ATVOD) and now takes sole responsibility for regulating the editorial content of video-on-demand programme services.

The Advertising Services Authority (ASA) continues to act as a co-regulator

for advertising content on video-on-demand services. You can view the ASA complaints procedure at [www.asa.org.uk](https://www.asa.org.uk) and make a complaint to them by calling them on **0207 492 2222** or by writing to them at:

Advertising Standards Authority  
Mid City Place  
71 High Holborn  
London  
WC1V 6QT

## Payphones

If you have a complaint about a BT payphone, call us free on **0800 661 610**.

## Rented Products

If you've got a complaint about one of our rented products (except line rental), call us free on **0800 216 663**.

# What to do and when

For all services other than rented products our procedure is:

1

Once you've complained, we'll try to fix the issue straight away. If we can't do that we'll tell you how long it's going to take or when we can get back to you with an update.

2

If you're not happy with what we've done you can ask us to escalate your complaint anytime. But please let us try to sort things out first.

3

If you're not happy you can escalate again and we'll complete a final complaint review.

4

We'll only close your complaint when you say it's fixed or if we haven't heard from you in 28 days (we'll try to contact you before we do that).

## What to do if things still aren't right

For all services other than rented products, you can pass your complaint to our Alternative Dispute Resolution scheme (which is run by Ombudsman Services: Communications) if:

- your complaint has been going on for eight weeks. We'll write to remind you about your right to refer the complaint to the Ombudsman.
- we've sent you a 'deadlock' letter which means there's nothing more we can do to solve your complaint. You can ask for a 'deadlock' letter at any time but please give us the chance to try and fix the problem first.

### Ombudsman Services

Communications provides a free independent service for customers who aren't satisfied with the final outcome of their complaint.

They'll only take complaints that sit within the Alternative Dispute Resolution scheme. They can't deal with complaints about commercial policy (like our prices or broadband availability). Nor can they deal with complaints from businesses with more than ten employees.

You must contact the Ombudsman within 12 months of getting your 'deadlock' letter.

You can:

- find out more at **ombudsman-services.org/communications**
- phone them on **0330 440 1614\***
- textphone them on **0330 440 1600\***
- write to them at Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU.

Or if you made your purchase online and you're a home customer, you can pass your complaint to our Alternative Dispute Resolution scheme using the Online Dispute Resolution platform at **https://ec.europa.eu/odr**

You'll need the information below to complete the online form.

- Our name: BT Group plc
- Our website: **bt.com**
- Our geographical location: BT Centre, 81 Newgate Street, London EC1A 7AJ UK
- Our email address for ODR based complaints: **eu.resolution@bt.com**

### For products which you pay rental charges for (other than line rental)

You can contact our dedicated team on **0800 216 663**. You'll be able to see which products you rent from us on your bill.

Our dedicated team will investigate your complaint and aim to resolve it within eight weeks. If we've been unable to do that, you can refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service provides a free independent service for customers who aren't satisfied with the final outcome of their complaint about a rented product from BT.

They can't deal with any complaint which isn't about rented products.

You can:

- Find out more at **financial-ombudsman.org.uk**
- Phone them on **0800 023 4 567**
- 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](https://www.bt.com/terms). All information was correct when this code was published (October 2018).

PHME 83196

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

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