

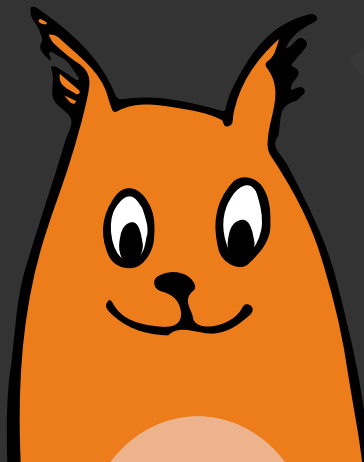
# Squirrel

Hassle Free. Ultrafast Internet

## Complaints Code

Version 2 - Effective from 23rd April 2024

Squirrel Internet Ltd  
Registered in England and Wales  
Company No, 13092404



**Of course, we hope it won't be necessary for you to raise a complaint, but if you do, you will need to follow our complaints process.**



## **Non-service Complaints**

**If you have placed an order, but the service is not yet installed, or activated – or you are in an area we have said we will be able to offer service to soon.**

When we are able to activate your service or accept your order is reliant on many factors, some of which are outside of our direct control. We shall endeavour to resolve non-service complaints within 28 days however this may not always be possible. Please raise your complaint via the methods published on our website.

## **Service Complaints**

**If you have placed an order, but the service is not yet installed, or activated – or you are in an area we have said we will be able to offer service to soon.**

The following complaints process, is for customers that have already had their service installed and activated – i.e. the service is live and something has gone wrong. It's important to follow the steps below or you may be guided back to the start.

### **1. Let Us Know You Have an Issue**

In the first instance, please log a support request by contacting us using any of the methods published on our website. If we can't fix the problem straight away, we will investigate your issue with the wider team. Hopefully this won't take long, but in more complex cases, we may need some time to work on a solution.

We will keep in touch with you throughout the process and once we have investigated, we will tell you how we propose to respond to your complaint.

If you feel your complaint has not been handled well or you don't agree with our response you can escalate your complaint to our senior team, who will take another look.

## 2. Escalations

If you need to escalate your issue please email [complaints@squirrel.uk.net](mailto:complaints@squirrel.uk.net)

Please ensure you include the following information:

- Your Name
- Your Address
- Contact Number
- An overview of the specific nature of your complaint, with as much detail as possible including any relevant dates.

We will acknowledge your complaint with 3 working days and assign a single point of contact to try and resolve the issue.

Our senior team will then investigate your case and contact you within 14 days let you know the results of their investigation, and to try to reach a satisfactory conclusion. If you are not satisfied with the conclusion, we may need more time to try to resolve the issue. We will let you know how much time is required, should this be the case.

We may close your case if:

- If we believe we have resolved your complaint, and notified you but we have not heard from you within 28 days.
- If we are working to resolve your complaint and have tried to contact you and have not heard from you within 28 days.
- If your complaint is of a frivolous, rude, or vexatious nature.

**If:**

- You have followed our complaints code of practice in full; and
- Your complaint has been ongoing for 8 weeks and no resolution has been agreed

**Or:**

- We have told you we cannot take your complaint any further and we have reached deadlock (which we confirm in writing)

then you may engage with our appointed independent alternative dispute resolution scheme:

## 3. Independent Alternative Dispute Resolution Scheme (ADR)

Our appointed ADR scheme Ombudsman Services can be found at:

[www.ombudsman-services.org](http://www.ombudsman-services.org)

Ombudsman Services: Communications, P.O. Box 730, Warrington, WA4 6WU

Phone: 0330 440 1614 Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)