

If something goes wrong

It's extremely rare for us to have any problems but these are the steps to follow if you would like to raise something with us:

Step 1: Formally raise your complaint with our support team

Raise your issue to our support team in writing specifying that it's a formal complaint via complaints@landlordbroadband.com. Please provide us with details covering:

- The specific part of our service the complaint refers to
- Your reasoning for the complaint (please be as precise and detailed as possible)
- Supporting evidence

Our team will look into it and provide you with a response. You must complain to us within 12 months of the issue in question.

Step 2: Escalate to a Team Leader

If you are not satisfied with our response you can ask for your complaint to be escalated to a Team Leader for a further review of the complaint.

Step 3: Escalate to our Managing Director

If you are not satisfied with our response you can ask for it to be escalated to our Managing Director. Please specify the reasons why the response from step 1 is not acceptable to you.

Please write to:

The Managing Director

Landlord Broadband

The Catalyst

York Science Park

Baird Lane

York

YO10 5GA

Step 4: After our Managing Director

In the unlikely event that the matter can't be resolved at steps 1, 2 & 3 and you haven't received a satisfactory resolution within 8 weeks or if we issue you with a deadlock letter telling you our final position and that we will no longer be handling your complaint, you may contact our Alternative Dispute Resolution Scheme which is called CISAS (Communications & Internet Services Adjudication Scheme). CISAS are approved by Ofcom.

The contact details for CISAS are as follows:

- Website - <http://www.cedr.com/cisas/>

- Phone number - 020 7520 3827

- Email - info@cisas.org.uk