Eclipse Broadband Customer Complaints Code

Eclipse Broadband is committed to providing you with outstanding customer service and we want to ensure that we continuously listen to our customers, to understand their concerns and respond appropriately.

We all accept that things can go wrong from time to time but we see these instances as an opportunity for us to set things right and demonstrate our culture of putting the customer at the heart of what we do.

A copy of this complaints code can be provided to you free of charge by different media. This includes email, letter, large print text or braille upon request. If you would like a physical copy of the Complaints Code, please do let us know in which form you wish to receive it.

We are committed to providing important information in formats to suit varying needs. Copies of our bills, codes of practice and product information are available in braille and in large print. Please phone 03451 224111 for more information.

How to raise a complaint

There are a number of methods available to you to log a complaint:

By telephone

In the first instance, please contact our Customer Support team on 03451 224111.

It will also be beneficial if you can provide as much detail about your issue as possible to help us understand the root cause of the complaint and any suggestions you feel we can implement to fairly resolve the matter. If you have any reference that your issue relates to, please advise the representative.

The representative you speak to may ask you some questions for clarification and will be happy to look into any issues you raise with the intent of providing a resolution to the matter as efficiently as possible.

By email

Email customer.care@eclipsebroadband.co.uk

By post

Write to us at:
Customer Complaints
Eclipse Broadband
Telecom Acquisitions Ltd
8 Piries Place
Horsham
West Sussex
RH12 1EH

To assist us in resolving your issue, please be sure to include your name, account number and contact number that will allow us to reach you within working hours.

It will also be beneficial if you can provide as much detail about your issue as possible to help us understand the root cause of the complaint and any suggestions you feel we can implement to fairly resolve the matter.

What happens next?

We will take the details of your complaint; investigate and advise you of our findings. Our intention is to look to resolve any problems that you may have experienced within the allowed guidelines as quickly as possible.

Eclipse Broadband will endeavour to keep you updated at regular intervals whilst your issue is being investigated. We always try to solve any problems from the first communication, whether that is a phone call, email, or upon receiving a letter; however, we know that isn't always possible.

Regardless of the method you used to raise your complaint with us, we will endeavour to resolve at source with email or written confirmation to follow.

For any complaint that cannot be resolved at source, we will seek to investigate the matter and respond within 10 days of notification of your complaint with an initial finding and where possible, a proposed resolution.

If, once your complaint has been resolved, we have identified any improvements which can be made to our service, we will endeavour to implement them within the allowed guidelines.

Escalations

We politely ask for your patience whilst we carry out the initial investigation into the issues you have raised.

However, you may request that your complaint be escalated to our Complaints Team by any of the above contact methods. Our dedicated Complaints Team will undertake a full investigation of all aspects of your account and the circumstances relating to your complaint.

We aim to resolve or propose a resolution of all complaints received by the Complaints Team within 10 working days. On occasion, the Complaints Team will need additional time to investigate all aspects of a complaint and any claims made with supporting evidence. This process can take up to six weeks.

'Final Position' Escalations

If the investigation into your complaint has been completed within the six-week period, and we have been unable to agree a reasonable resolution, where appropriate, Eclipse Broadband will advise you of our 'Final Position'. At this point, subject to their eligibility criteria, we will provide you with the details of the Alternative Dispute Resolution (ADR Scheme) for you to consider if you wish to refer your complaint to the ADR scheme.

Escalations at Six Weeks

If six weeks have passed since your initial complaint and no reasonable agreement has been reached; subject to their eligibility criteria; we will provide you with the details of the Alternative Dispute Resolution (ADR Scheme) for you to consider if you wish to refer your complaint to the ADR scheme.

Alternative Dispute Resolution (ADR) – CISAS: Communications & Internet Services Adjudication Scheme

Certified by Ofcom, CISAS provides an independent, free of charge service to customers who are not satisfied with the resolution of their complaint which meets the eligibility criteria.

You can utilise this service if your complaint is unresolved after six weeks of first contacting us, or if you have been sent a 'Final Position' letter. You should submit your claim by downloading the form on the CISAS website.

Contact Details for CISAS

CISAS
100 St. Paul's Churchyard
London
EC4M 8BU
Telephone: 02075 203814
Email: cisas@cedr.com
Website: www.cedr.com/cisas/