

Complaints Code of Practice

Updated April 2021

This document details our complaints procedure. If you are unhappy with any aspect of our service, this procedure details:

- How you can make a complaint
- The expectations we set
- What to do if you are still unhappy

We strive to offer excellent value for money and the highest quality of service.

If you are unhappy with our service please contact us and let us know. We welcome your comments and feedback as it plays an important part in our process of continual improvement.

If you have a complaint, our formal internal complaints procedure is outlined below. We are fully committed to addressing all complaints fully and fairly within a reasonable time frame.

We will respond to all complaints in the most appropriate way.

We aim to provide a substantive reply to all complaints received within 10 working days.

How to register a complaint

You can register your complaint in the following ways:

By telephone: 0800 331 7638 (Line are open 8am-8pm Monday to Friday and 9am – 1pm on Saturdays)

On our Website: www.seethelight.co.uk/contact - send us a contact form, and select complaint in the drop down box

In Writing by post: seethelight, Driscoll 2, Ellen Street, Cardiff, CF10 4BP

If you aren't able to complain yourself, you can ask someone to register a complaint and act on your behalf.

Compensation and Refund Policy

We are keen to ensure you receive a fair deal. We will provide compensation on an individual customer case basis where you have been disadvantaged by our actions — providing that you have been using the services in accordance with our published terms and conditions.

Our expectations for resolving a complaint

Step one:

Contact us as soon as possible and let us know that you are dissatisfied with an aspect of our service. Our customer services team will then look into your complaint and look to provide a substantive response, in the most appropriate way, within 10 working days. Some complaints however may take longer than others to resolve. Therefore, we will keep you updated with the progress of your complaint and let you know if the resolution will go outside of the 10 working days timeline.

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).

Step two:

If you remain unhappy with the first resolution of your complaint, we will ensure your complaint is escalated to an appropriate level within the company. You can ask for a manager to review your complaint at any time if our advisor hasn't been able to help and hasn't already offered to refer things to a manager. We do settle the majority of complaints during this step, however, if we cannot settle your complaint, we will explain our final position. In some cases we may send you a "deadlock" letter, which means there is no more that we can do to help you. Alternatively, if you would like a "deadlock" letter to approach the Ombudsman services, you can request one from our customer services team.

Step three:

If you have followed the processes set out above and are still not happy and we have sent you a "deadlock" letter, or 8 weeks have passed since we have received your complaint, you have the option of referring your complaint for independent consideration to the following body: Ombudsman Services.

Ombudsman Services

The Ombudsman Services is set up to provide a free, independent service to investigate your complaint, provided it falls within their terms of reference. Please note that you must have gone through our own complaints procedure first before they can help you. You can find out more on their website at www.ombudsman-services.org/communications.html. Alternatively you can also contact them in writing or call them:

Ombudsman Services

PO Box 730

Warrington

WA4 6WU

Tel: 0330 440 1614

Fax: 0330 440 1615

Textphone: 0330 440 1600

Website: <http://www.ombudsman-services.org/>

Please be advised that the Ombudsman Services will not handle complaints regarding the below. However, for a full list of what the Ombudsman Services will and will not handle can be found on their website.

- Cable and wiring inside your property
- The content of internet sites, advertisements, calls, emails, SMS (texts) or any other type of message
- Commercial decisions made by communications companies about whether to provide a product or service, and the terms under which they may be provided.

Further help and advice can be obtained from your local Citizens Advice Bureau (CAB), although this is not part of the formal complaint process.

Requesting this Complaints Procedure

If you would like a hard copy of this document, or you require this document in large print or braille, you can request this in writing or by phoning our customer services team on 0800 331 7638. Copies are free of charge on request.