

Customer Complaints Policy

5th June 2023



IFB's aim is to provide the best services for our customers, in business and at home. We pride ourselves on the reliability of our service provision and the maintenance of high quality customer support throughout our organisation.

To ensure that any complaints will be fully investigated and resolved satisfactorily, we have a clearly defined procedure that is available to all customers as follows:

Step 1

In the first instance, we ask that you write to the Operations Manager at customer.services@ifb.net.

- If your complaint is related to billing, you should state Billing Issue as the subject title;
- If your complaint is related to technical support, you should state Technical Support Issue as the subject title;
- If your complaint is related to service provision, you should state Service Provision Issue as the subject title;
- If the complaint is more general, you should state Customer Service Issue as the subject title.

Step 2

You will receive an email from us within 1 working day containing a unique ID number for tracking purposes.

Step 3

Your complaint will be thoroughly investigated by the Operations Manager and, where possible, resolved directly. A written response will be provided in writing within 5 working days of receipt of complaint.

Step 4

If you are unsatisfied with the resolution or explanation provided, you can make a further written complaint to our CEO who will respond in writing within ten working days of receipt.

Step 5

If you are not satisfied with the terms of any proposed resolution or explanation contained in the reply sent to you by IFB's Operations Manager or CEO, you will have the option of raising a case with CISAS (Communications & Internet Services Adjudication Scheme) who will act as an arbitrator. CISAS policy states that at least 8 weeks must have passed since you first raised your complaint through IFB's formal complaints procedure.

CISAS was established in 2003 as an independent dispute resolution service for communications providers such as IFB and their clients. CISAS is an Ofcom approved scheme and applying to them is free. To get further details on how to refer a dispute to CISAS please contact them directly:

CISAS - Centre for Effective Dispute Resolution
70 Fleet Street
London
EC4Y 1EU
Telephone: 020 7520 3827
Fax: 020 7520 3829
E-mail: info@cisas.org.uk
Web: www.cisas.org.uk

