

## Complaints Code of Practice

We care about always providing you with an exceptional service. However, there may be a time when you're not happy with us or our services.

This Legend Complaints Code of Practice ("Complaints Code") lets you know how to make a complaint and how to take your complaint further, if you need to. If you're unhappy with any part of our service, please contact us and we will do our best to sort out your complaint or query.

### ABOUT US

Legend Fibre is a trading style of Legend Communications Limited ("Legend") is a full fibre internet service provider ("ISP"). We are a limited company registered in England and Wales under company number 12559962 and our registered office and main trading address is at Pickering House, 40a Park Place, Leeds, LS1 2ED. Our VAT number is GB346601312. We're regulated in the UK by Ofcom, the UK communications regulator. Legend Fibre is a Registered Trademark and a service trading name of Legend Communications Limited.

### ABOUT THIS COMPLAINTS CODE

Ofcom requires that all ISPs have a complaints code of practice to protect residential and small business (meaning those businesses having 10 or fewer employees) customers ("Customers").

This Complaints Code covers the Internet service (if you've chosen to use it) provided to you by Legend.

In this Code, all references to "we", "us" or "our" are references to Legend and all references to "you" and "your" are references to you our Customer.

### HANDLING COMPLAINTS

#### **Initial Complaint**

We are committed to addressing your complaints or queries as fairly and quickly as possible. All members of our staff are aware of our Complaints Code and will always follow it, to make sure this happens.

If you're unhappy with our services please let us know as soon as you can by emailing or calling our Customer Support, using the contact details set out in this section below. If you prefer, you can send a letter to the address shown below (although this isn't as fast). We'll do our best to sort things out as quickly as possible. If you are not able to make a complaint yourself, someone else that you have "nominated" to manage your customer



account on your behalf can make the complaint for you. If you have not already nominated such a person you can contact our Customer Support team (using the details below) and they can help you with this. You can contact our Customer Support on:

E-mail: [support@legendfibre.com](mailto:support@legendfibre.com)

Phone: (See website for all contact phone numbers)

Live chat: via our website (<https://www.legendfibre.com/contact-us/>)

Post: Legend Communications Limited, The Legend Building, 173 Sunbridge Road, Bradford, BD1 2HB (marked "Complaints")

### **How We'll Respond**

We will try our best to sort out your complaint or query during your first call or chat with us, if you phone or use the Live chat option on our website to tell us about it. If you tell us about your complaint by email or post, we'll try to sort things out within 48 hours of receiving your complaint. Where it isn't possible to sort things out so quickly, we'll let you know the steps we plan to take to look further into and resolve your complaint. We'll also give you timeframes in which we'll try to do this. If you prefer to receive a written response from us, then please ask.

### **If You're Not Satisfied**

If, when we tell you the outcome of your complaint, you're not fully satisfied with the way we handled it, or you think we haven't resolved it completely, please send your complaint by email or post to our Customer Support using the contact details shown above. Once we've received your complaint, we'll acknowledge it within 48 hours and aim to respond to you within 10 working days.

### **Escalating Your Complaint**

Once you have our response, if you're still unhappy, you can escalate the problem to our Customer Satisfaction team. You can email them at [complaints@legendfibre.com](mailto:complaints@legendfibre.com) or send them a letter at the address for "Post" set out above. Once they've received your email or letter, they will acknowledge it within 48 hours and try their best to respond to you within 10 working days.

If, after this, you remain unhappy about how we handled your complaint, please let our Customer Satisfaction team know by email at [complaints@legendfibre.com](mailto:complaints@legendfibre.com) or letter at the address for "Post" set out above and they will further escalate it to our Customer Satisfaction Manager. You'll receive an acknowledgement to your email or letter within 48 hours and our Customer Satisfaction Manager will try their best to respond to you within 10 working days.

## Resolved Complaints

We will treat your complaint as resolved in a way you are happy with, if:

- you've clearly let us know that this is the case; or
- when we've told you the outcome of our investigation into your complaint, you don't tell us within 28 days that you think the complaint is still unresolved.

## Independent Adjudication

If we can't sort out your complaint (in a way you're happy with) within a period of 8 weeks, or if we decide before the 8 weeks are up that we can't do anything more to resolve things, we'll issue a "deadlock" letter. You can then, if you choose, make a complaint through Ombudsman Services. Ombudsman Services offers an independent alternative dispute resolution scheme. It is approved by Ofcom for the handling of consumer disputes. Its services are free of charge for residential and small business (those having 10 or fewer employees) Customers.

You can contact Ombudsman Services by telephone on 0330 440 1614, by email at [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org) or via its website, [www.ombudsman-services.org](http://www.ombudsman-services.org).

Please note that Ombudsman Services will only deal with your complaint if you've first followed Legend's internal complaints procedure in full. If Ombudsman Services does deal with your complaint then an independent adjudicator will decide how your issue should be resolved, based on the details of your complaint.

If you're unhappy with the way we or Ombudsman Services deal with your complaint, you can contact Ofcom, the independent regulator and competition authority for the UK communications industries, at Ofcom Contact Centre, Riverside House, 2A Southwark Bridge Road, London SE1 9HA, Tel: +44 (0) 300 123 3333 or +44 (0) 20 7981 3040, website: [www.ofcom.org.uk](http://www.ofcom.org.uk)

You can also get further help and advice from your local Citizens Advice Bureau but this isn't part of our formal complaints procedure.

## HOW TO GET A COPY OF THIS COMPLAINTS CODE

This Complaints Code is published on our website at [www.legendfibre.com](http://www.legendfibre.com). If you've any questions about the Complaints Code, or would like to receive a paper copy, please contact our Customer Support by sending an email to [support@legendfibre.com](mailto:support@legendfibre.com) or



writing to us at

Legend Communications Limited The Legend Building,  
173 Sunbridge Road, Bradford,  
BD1 2HB

marked for the attention of "Customer Support".

#### CUSTOMERS WITH SPECIAL NEEDS

Legend welcomes all Customers, including those with special needs. We are committed to providing a supportive and non-discriminatory environment. To help our Customers with special needs, we can supply suitable and appropriate versions of this Complaints Code and any of our literature, including all our legal pages, on request. For this or any other help with special needs (i) when using our services or (ii) in relation to an agreement for services you have with us, you can contact our Customer Support by email or letter (as set out in the previous paragraph).

#### DATE

This Complaints Code of Practice is effective from 23 June 2021