



4 James St, Tralee, Co. Kerry. [Tel:0667180298](tel:0667180298) email: info@realbroadband.com

Code of Practice for settling unresolved disputes and complaints

1. While we strive to resolve all support requests in a timely fashion it may not always possible to resolve all issues to your satisfaction. If in such a case you may wish to make a written formal complaint your first point of contact is:

By post: Real Broadband Ltd, 4 James St, Tralee, Co Kerry
By email: <complaints@realbroadband.com> - please include the words "Formal Complaint" in the subject line
By telephone: 0667180298

2. Your complaint should outline clearly the substance of the issue, clarify what you would like as a resolution and include your contact details. When we receive a complaint we shall: acknowledge its receipt within a maximum of 2 working days; confirm the complaint is recorded; state a timeframe for Complaint Response (maximum 10 working days) and Resolution (and any other steps in the process); provide details of the unique reference number to identify and track the individual complaint; set out the next steps in the process, and; provide a copy of and or a weblink to this Code of Practice.
3. When we log a complaint into our system we record: the complainant's name, account number and contact details including a phone number; the date the complaint was raised; the dates of all communication throughout the life cycle of the complaint to final closure; a copy of the written complaint or notes made from the voice / online communications with the complainant relating to the complaint; all communications with the complainant including details of the response to the complaint, final resolution and any determination in respect of the complaint with associated documentation.
4. We ascribe a unique complaint reference number to each complaint by reference to the customer's Real Broadband account number which we use to record and track complaints by including it in every communication and note in relation to the complaint.
5. If we are unable to resolve or propose a resolution to the complaint straight away in our Complaint Response, we shall in our Complaint Response address all aspects of the complaint and provide reasons for any delay and the steps we are taking to investigate and resolve the complaint together with a provisional resolution date where available. Our initial resolution process will involve a review of the existing information that we have and we will inform you should we require more information. Please note that if the issue is of a technically complex nature it may take longer to resolve. Where this is the case, we will provide an appropriate timeframe for resolution. Resolution of in-premises issues may require the appropriate information to be provided by you, a fault demonstrable by you and in some cases physical access to your premises may be required within normal working hours.

6. If we are unable to resolve your complaint within 10 working days we shall provide the complainant with an email address by which the complaint can be escalated in order that the complaint can be further progressed. If however we remain unable to resolve the complaint thereafter or the complainant remains dissatisfied with the response or resolution, they may refer the case to ComReg, the statutory body responsible for the regulation of the electronic communications and the postal sectors in Ireland. It is important to note that a complainant must allow us the opportunity to resolve a complaint before it can be escalated to ComReg.
7. If we find that a complainant is eligible for a refund as a result of the complaint resolution the refund will either be applied as a credit to the complainant's account, or we will issue a cheque, or, where appropriate, issue a credit card refund.
8. We will keep the complaint on record for a period of not less than one year following the resolution of the complaint as we are required to by law.