



Customer Complaints Code

Our Commitment to You

At Vivi, we are committed to providing excellent service to all our customers. However, we understand that sometimes things go wrong.

This Complaints Code explains how you can raise a complaint with us, how we handle it, and what your rights are if we're unable to resolve it.

If we cannot resolve your complaint, you have the right to refer it, free of charge, to an independent **Alternative Dispute Resolution (ADR)** scheme after 8 weeks, or sooner if we issue a *deadlock letter* confirming we can do no more.

This Code complies with Ofcom's General Condition C4 and is designed to be easy to understand and accessible to everyone.

1. How to Make a Complaint

You can contact us to raise a complaint using any of the following methods:

Online: Submit a support ticket at: <https://support.vivivoip.co.uk/>

Email: customerservices@vivivoip.co.uk

Phone: 0333 447 445 (Monday to Friday, 9am – 5pm)

Post: We encourage customers to contact us via the online support ticketing system, email or phone so we can respond as quickly as possible.

Please include your name, contact details, and a brief description of your complaint so we can investigate it quickly.

If you need this Code in another format (e.g. large print, Braille, or audio), we will provide it free of charge on request.

2. How We Handle Your Complaint

We aim to resolve complaints quickly and fairly, typically as follows:

Step 1 – Initial Contact

Our front-line team will acknowledge your complaint and aim to resolve it immediately where possible.

Step 2 – Investigation

If your complaint requires further investigation, it will be escalated to a supervisor or senior member of the team, who will carry out a full review and aim to provide a resolution.

Step 3 – Keeping You Informed

We will keep you updated throughout.

We aim to resolve all complaints within **10 working days**.

If more time is needed, we will explain why and provide regular updates until resolved.

3. If We Cannot Resolve Your Complaint

If we have been unable to reach a satisfactory resolution **within 8 weeks** from the date your complaint was received, or if we have issued you a **deadlock letter** confirming that no resolution can be reached, you have the right to refer your complaint to our ADR scheme.

In some cases, you may refer your complaint to ADR **before** 8 weeks have passed, if we confirm in writing that we cannot do anything further to resolve your complaint.

4. Independent Dispute Resolution (ADR)

We are a member of the following Ofcom-approved ADR scheme:

Communications and Internet Services Adjudication Scheme (CISAS)

Administered by the Centre for Effective Dispute Resolution (CEDR)

Email: cisas@cedr.com

Phone: 020 7520 3814

Website: <https://www.cedr.com/consumer/cisas/make-a-complaint/>

Postal Address: 70 Fleet Street, London EC4Y 1EU

You can contact CISAS if:

- It has been more than **8 weeks** since your complaint was first raised, **or**
- We have issued you a **deadlock letter**, and you remain dissatisfied.

The ADR service is **free** and fully **independent**.

5. Availability of this Code

This Customer Complaints Code is:

- **Easily accessible online** — available within one click from our homepage via the website footer.
- **Referenced** in the terms and conditions of all relevant products and services.
- **Available free of charge** in hard copy, large print, Braille, or electronic formats on request.
- **Provided in alternative accessible formats** (e.g. large print or electronic) for customers who are blind or visually impaired, free of charge.

6. Staff Training and Awareness

All staff who handle or may receive complaints are:

- Fully trained on our Customer Complaints Code.
- Required to understand the Code and follow it at all times.
- Aware of where and how to access the Code on our website.
- Provided with refresher training as part of ongoing compliance and customer service development.

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Next Review Date: October 2026

If you have any questions about this Code, please contact our Customer Care Team at customerservices@vivivoip.co.uk