

The Kirby Group Customer Complaints Policy

As hard as we try, we might not always get it right. This customer complaints code gives you clear and useful information about what you can do if you're not happy.

The Kirby Group is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

- how you can complain
- what we'll do and when
- what you can do if you're still not happy

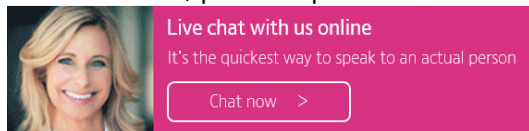
The information provided is not contractual and is in addition to any other rights you may have under the terms and conditions that apply when we supply services, goods or equipment to you. You can find these terms at <http://www.thekirbygroup.co.uk/uploads/tc.pdf>. All information was correct when this code was published (October 2015).

If you're not happy with the service we've given you

How you can complain

We are committed to giving you the highest quality of service, even so, things can go wrong. When they do, we want to know so we can put them right as quickly as we can. Here are the ways you can complain to us:

- Online Go to www.thekirbygroup.co.uk and click on 'Live Chat'. This way, you won't have to write, print or post a letter to us, and we can handle your complaint sooner.



By phone

If your complaint is about sales, a bill or general matters, call us on 0845 241 6777 Option 1 between 8am and 5pm Monday to Friday.

If you are reporting a fault, call us free on 0845 241 6777. This line is open 24 hours a day, seven days a week.

If you'd like to speak to someone about a complaint associated with an issue that is yet resolved, our customer service advisers are available from 8am to 5pm, five days a week.

If your complaint is about repairing a fault/a technical issue, call us on 0845 241 6777. This line is open 24 hours a day, seven days a week. Our customer service advisers will take your details and either dispatches an engineer or an engineer will contact you directly.

If you'd like to complain by letter, It takes longer to receive a reply but, if you prefer to write, please send your correspondence to the appropriate address below. Make sure you include the account number and telephone number and the nature of your complaint to: The Kirby Group Head Office, 210 White Lane, Sheffield S12 3GL. We'll normally get back to you by phone but will gladly confirm any particular points in writing if you wish.

What we'll do and when

Our aim is to solve any problem to your complete satisfaction, and our customer service advisers will try to do this as quickly as possible, preferably during a phone call or email exchange. If we can't do this, we'll agree with you what we can do.

We aim to respond to a letter within five working days, an email within two working days and if we can't sort out your complaint when you phone us, we'll call you back within two working days.

We'll try to sort out your complaint on the spot but whatever happens, we'll respond and try to keep you regularly updated if it's going to take a while to check into things.

If an advisor can't sort out your complaint, we'll review it and escalate the complaint to an appropriate level within the company. We settle most complaints by this stage but, if not, we'll explain our final position. In some cases, we might send you a 'deadlock' letter. This means there's nothing more we can do.

You can ask for a senior manager to review your complaint at any time if our adviser hasn't been able to help and hasn't already offered to refer things to a senior manager.

What you can do if you're still not happy

If you're still not happy having followed the process explained above, and we've sent you a 'deadlock' letter or three weeks have passed since you first complained and you have not received a reply, you can refer your complaint directly with the Businesses Managing Director.

