

## Code of Practice for managing complaints, and dispute resolution process for domestic and small business subscribers.

Village Networks is a Wireless Internet Service Provider, offering internet connections, email addresses and webspace. We can be contacted at:

Village Networks Ltd  
Building 431  
Westcott Venture Park  
Aylesbury  
Bucks HP18 0XB

Our customer service telephone number is 0845 6860869

Our customer service email address is: [esupport@villagenetworks.co.uk](mailto:esupport@villagenetworks.co.uk)

Our website is at [www.villagenetworks.co.uk](http://www.villagenetworks.co.uk)

### Customer Service

Code of Practice for managing complaints, and dispute resolution process for domestic and small business subscribers. We always strive to work in an ethical and fair manner, to ensure our subscribers receive fair and satisfactory redress for any loss of service. We always try to investigate issues quickly and efficiently, with a friendly attitude and an emphasis on service.

### Complaint handling procedure

Should you ever find issue with any aspect of our service, there are several ways to resolve the matter.

In the first instance, contact us by telephone. We'll do our best to resolve your problem there and then. If we're not able to do that, arrangements will be made for us to call you at the first available opportunity. If, after that, you're still unhappy with the proposed solution or explanation, you should raise a formal complaint. To do that, write to us, either by email to [esupport@villagenetworks.co.uk](mailto:esupport@villagenetworks.co.uk), or by post to:

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If you wish, you may make a formal written complaint at the outset.

When you make a written complaint, please provide the following information:

- Your name, address and postcode.
- A record of all related communications to and from us.
- A summary of the problem you're concerned about

We will reply by email or post, whichever is most appropriate.

We'll acknowledge all written complaints within seven days of receipt.

We aim to resolve all formal complaints within 14 days. However, in cases where further information, investigation or communication is required, the process may take longer.