

Code of Practice Regarding Complaint Handling and Dispute Resolution for Domestic and Small Business Customers

Ofw 248

1: Introduction	
	Green ISP is an Internet Services Company: Providing Internet related services.
2: Contact details	
	<p>Postal address of major office: Unit 21 Hebble End Mill Hebble end Hebden Bridge West Yorks. HX7 6HJ.</p> <p>Customer service phone number(s): 0870 720 1690 Customer service e-mail: info@greenisp.net Web site:http://www.greenisp.net</p>
3: Terms and conditions, including prices and tariffs	
<i>Our services</i>	<p>Broadband ADSL connectivity, Dial-up Access. More details Online at http://www.greenisp.net</p> <p>Pricing information: 512Kbit – 2Mbit ADSL from £19.50 Dial Up from £9.99 Online at http://www.greenisp.net (Priced are variable and correct at time of this code being published)</p> <p>Contract conditions: One month notice Standard conditions: One month notice Online at http://www.greenisp.net</p>

<i>Access</i>	Products can be accessed: Online at http://www.greenisp.net Telephone: 0870 7201690
<i>Pricing information</i>	Pricing information: 512Kbit – 2Mbit ADSL from £19.50 Dial Up from £9.99 Online at http://www.greenisp.net or Telephone: 0870 7201690 (Priced are variable and correct at time of this code being published)
<i>Contract conditions</i>	Standard conditions: Contract conditions: One month notice Standard conditions: One month notice Online at http://www.greenisp.net
4: Customer service	
<i>Compensation or refund policy</i>	We work in a fair and ethical way in ensuring that our customers receive fair and satisfactory compensation for any loss of service, we will work with individual customers to provide the agreed level of compensation or refund.
<i>Complaint handling process</i>	Complaint handling process: Green ISP is passionate about delivering the best possible service. Should you have an issue with any aspect of our products, service or service, there are a number of ways that we can try to resolve your query. Your first course of action should be to ask to speak to us by telephone; we will try to resolve your query there and then. If no-one is able to resolve your issue, arrangements will be made for us to call you at the earliest opportunity. In the event you remain dissatisfied with the solution or explanation offered we request you raise a formal complaint by: Writing to us, either by email to: Unit 21 Hebble End Mill Hebble end Hebden Bridge West Yorks. HX7 6HJ. You are also welcome to make a formal written complaint in the first instance if you wish. Customer services always investigate issues efficiently with a focus on customer service and a friendly attitude and approach. To help us resolve your complaint effectively, you should include the following information: · Your Green ISP customer Username · Your address and Post Code

	<ul style="list-style-type: none"> · A record of all related communications to/from us · A summary of the issues you have <p>We will respond by email or letter, depending on the most appropriate communication method, acknowledging all written complaints within as soon as possible from receipt. We aim to resolve customer complaints as quickly as we can, however, if further investigation or correspondence is required, we will contact you as soon as possible.</p>
<i>Alternative dispute resolution procedure</i>	<p>If we have not resolved your complaint to your satisfaction after 12 weeks or if you have received a letter from us saying that your complaint has reached “deadlock”, you may make a complaint through Otelo, an independent alternative dispute resolution scheme. We can provide you with details of this service.</p>
5: How to obtain this Code of Practice	
	<p>This Code of Practice is published on our Web site at: http://www.greenisp.net/resources_infosheets/cop.pdf</p> <p>Additional copies are available on request and free of charge to any domestic and small business customer.</p>
6: Contact details of related organisations	
	<p>Otelo:</p> <p>Otelo PO Box 730 Warrington WA4 6WU</p> <p>Telephone 0845 050 1614 or 01925 430 049</p> <p>E-mail enquiries@otelo.org.uk</p> <p>Web site: http:// www.otelo.org.uk</p>
7: Additional information	
	<p>This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. The Guidelines for producing codes of practice are on Ofcom’s Web site at http://www.ofcom.org.uk/telecoms/ioi/g_a_regime/gce/ccodes/ccodes.pdf</p>