



[Green ISP]

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

Ofw 248

Introduction	
	Green ISP is an Internet Services Company: Providing Internet related services.
Contact details	
	<p>Postal address of major office:</p> <p>Unit 7 Victoria Works Victoria Rd. Hebden Bridge. West Yorks. HX7 8LN</p> <p>Customer service phone number(s): 01422303505</p> <p>Customer service e-mail: info@greenisp.net</p> <p>Web site: http://www.greenisp.net</p>
Terms and conditions, including fees and tariffs	
Services	<p>Broadband ADSL connectivity.</p> <p>More details Online at http://www.greenisp.net</p> <p>Pricing information: FTTC ADSL from £19.00 ADSL2+ from £11 Online at http://www.greenisp.net (Prices 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>
	Products can be accessed:

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ing information	<p>Broadband ADSL connectivity. More details Online at http://www.greenisp.net</p> <p>Pricing information: FTTC ADSL from £19.00 ADSL2+ from £11 Online at http://www.greenisp.net (Prices are variable and correct at time of this code being published)</p> <p>or Telephone: 01422303505 (Priced are variable and correct at time of this code being published)</p>
tract conditions	<p>Standard conditions:</p> <p>Contract conditions: 3 month min (12 months on FTTP) Standard conditions: One month notice in writing or email Online at http://www.greenisp.net</p>
ustomer service	
mpensation or refund cy	<p>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.</p>
nplaint handling cess	<p>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:</p> <p>Unit 7 Victoria Works Victoria Rd. Hebden Bridge. West Yorks. HX7 8LN</p> <p>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:</p> <ul style="list-style-type: none"> · Your Green ISP customer Username · Your address and Post Code · 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</p>

	as quickly as we can, however, if further investigation or correspondence is required, we will contact you as soon as possible.
<i>alternative dispute resolution procedure</i>	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.
How to obtain this Code of Practice	
	This Code of Practice is published on our Web site at: http://www.greenisp.net/resources_infosheets/cop.pdf Additional copies are available on request and free of charge to any domestic and small business customer.
Contact details of relevant organisations	
	<p>CEDR - CISAS</p> <p>70 Fleet Street London EC4Y 1EU United Kingdom</p> <p>https://www.cedr.com/consumer/cisas/</p> <p>cisas@cedr.com</p> <p>02075203814</p>
Additional information	
	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