



Complaints Code

UK Fibre Networks Limited T/A Fastr Broadband, registered in England & Wales (Company No. 11590146) with registered office at Fifteen, Montgomery Way, Rosehill, Carlisle, CA1 2RW.

At Fastr Broadband, we aim to always provide you with an exceptional level of customer service. From time to time, things can unfortunately go wrong; when they do, we would like to hear about it, to fix it and learn from it.

This policy explains how you can make a complaint, what you can expect from us, and how to take things further if we are unable to resolve their complaint to their satisfaction.

1. About This Complaints Code

This Complaints Code of Practice explains how you can raise a complaint, how we will handle it, and how you can escalate your complaint if needed. It applies to residential customers and small businesses with ten or fewer employees and covers all broadband and telecommunications services provided by Fastr Broadband.

2. How to Raise a Complaint

You can contact us using the following methods:

Telephone: 0333 533 1200 (8am–8pm, 7 days a week)

Email: mail@fastrbroadband.co.uk

Post: Fifteen, Montgomery Way, Rosehill, Carlisle, CA1 2RW

We aim to resolve most complaints within 48 hours wherever possible.

3. Escalating Your Complaint

If you are unhappy with our initial response, you can ask for your complaint to be escalated to management. If still unresolved, you can contact the Complaints Manager at complaints@fastrbroadband.co.uk. If your complaint remains unresolved after 8 weeks, you may refer it to the Communications Ombudsman once a deadlock letter has been issued.

4. Independent Adjudication

Communications Ombudsman can be contacted on 0330 440 1614, by email at enquiry@commsombudsman.org, or via www.commsombudsman.org. They will only consider complaints after our internal process has been completed.

5. Number Porting Compensation

If your phone number transfer is delayed by more than one working day beyond the agreed porting date, you may be entitled to compensation. This will be applied as a credit to your next bill.

6. Customers with Additional Requirements

We are committed to providing an inclusive service. Please contact us if you require additional support.

7. Effective Date

This Complaints Code of Practice is effective from 1 January 2026.