

# Code of practice

## Complaints

Fastnet prides itself on its commitment to customer service. We have created a complaints procedure to ensure that any issues are properly investigated and resolved satisfactorily.

An outline is below, or you can download the full Code of Practice.

### Step One

Please contact your account manager who will record all the relevant information, investigate and where possible resolve the issue directly.

### Step Two

If you are not completely satisfied your complaint will be escalated to our Communications Department. You will need to put your complaint in writing and send it to [complaints@fastnet.co.uk](mailto:complaints@fastnet.co.uk)

Communications Department  
Fastnet International  
Shaftesbury Court  
95 Ditchling Road  
Brighton  
East Sussex  
BN1 4ST

As soon as we receive your written complaint we will be in touch to confirm receipt. We will then investigate the complaint again and provide a written explanation or resolution from our Managing Director within 7 days of acknowledgement.

### Step Three

If you are not satisfied with the terms of any proposed resolution or explanation provided by Fastnet's Managing Director you will have the option to put your case to the CISAS (Communication and Internet Services Adjudication Scheme) who will act as an independent arbitrator. The Communications Act 2003 requires Ofcom to ensure that every public communications provider in the UK provides its domestic and small business consumers with an approved code of practice (where a small business is one with 10 or less employees/volunteers).

CISAS  
c/o The Chartered Institute of Arbitrators  
12 Bloomsbury Square  
London  
WC1A 2LP  
Tel: 020 7421 7444  
Fax: 020 7404 4023