



**RESTORE TV**

Reconnecting your free to view channels

## Code of complaint

As highlighted in our Code of Service, we are committed to ensuring all viewers in the UK who rely on free to view TV can continue to receive it, or are offered a suitable alternative, if the upgrade of mobile services below 900 MHz causes interference.

Free to view TV is the television you receive through your aerial such as Freeview, BT, TalkTalk and YouView. Restore TV only provides support for problems with TV received through an aerial that have been caused by mobile service upgrades below 900 MHz.

We will endeavour to provide the best possible service to you; however, we recognise we might not always get it right. If you are dissatisfied with the service we provide, or don't feel we have dealt with your problem appropriately or adequately, you can complain to us easily.

This Restore TV Code of Complaint sets out:

- how to complain
- what we will do and by when
- what to do if you're still not satisfied.

## How to complain

We aim to provide excellent customer service but understand that things may occasionally go wrong. When they do, first tell us the problem and we'll try our best to fix it. If we are not able to help, or you are dissatisfied with the service we provide, then you can make a complaint. If you aren't able to complain yourself, you can ask someone else to register a complaint and act on your behalf.

Contacting us by phone is the quickest way to make a complaint. There are also other ways to get in touch to complain:

**By phone** – call our UK-based contact centre on or 0808 13 13 800. Calls are free from UK landlines and mobile phones. Check the opening times for the contact centre on our website [restoretv.uk/contact us/](http://restoretv.uk/contact-us/)

**Online** – visit [restoretv.uk/contact-us/](http://restoretv.uk/contact-us/)

**By post** – if you would prefer, you can write to us at the address below. Please include your full address including postcode and a contact phone number, as we may need to call you back. Please send your letter to: Viewer Support Team, Restore TV, PO Box 358, Birkenhead, CH25 9EJ.

## What we will do and by when

We will try to resolve any problems to your satisfaction and as quickly as possible. You will be dealing with someone in our viewer support team; if that person can't resolve the issue immediately, they will let you know what we will do and by when.



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We will respond to an email within one working day and a letter within five working days of receipt. If we can't resolve your complaint immediately, we will keep you informed via your preferred means (phone call, email or letter) while we look into things further.

If our viewer support team can't resolve the problem to your satisfaction, we will escalate it to the Viewer Relations Manager. We aim to have resolved your complaint within ten working days of receipt.

### **What to do if you're still not satisfied**

We are confident that in most cases we will have reached a satisfactory conclusion. However, if you don't agree with our proposal, we will explain our final position in a deadlock letter – this means there is nothing more we plan to do. If, having followed the process above, you feel your complaint is not resolved to your satisfaction; you can refer it to our selected alternative dispute resolution provider – the **Communications and Internet Services Adjudication Scheme (CISAS)**.

CISAS provides a free independent service for consumers who aren't satisfied with the final outcome of their complaints. They carry out an independent review and issue a final decision.

You may choose this step if one of the following apply:

- we have set out our final position in a deadlock letter or
- eight weeks have passed since you first lodged your complaint.

You can contact CISAS by phone, via their website or by email using the following details:

- By phone: 020 7520 3814 (Monday – Friday 9.00am to 5.00pm)
- Via the website: <https://www.cedr.com/consumer/cisas/>
- By email: [cisas@cedr.com](mailto:cisas@cedr.com)

You have twelve (12) months from raising the issue to log your complaint with them. Please note, CISAS will not deal with complaints about Ofcom policy.

If you have a problem with your free to view TV service that is not related to the upgrade of mobile services below 900 MHz, we can suggest other sources of information and advice.

14 March 2022

RSTV CoC02 14/03/2022