

Address: Unit 7, Weston Yard, Albury, Surrey, GU5 9AF  
Phone: 01483 347437  
Web: [www.b4sh.org.uk](http://www.b4sh.org.uk)  
Email: [enquiries@b4sh.org.uk](mailto:enquiries@b4sh.org.uk)  
Registration No 7656 VAT No 289 5582 37



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## Complaints Policy

If something goes wrong you can be assured that we will do our very best to resolve your issue in a timely manner. Please call 01483 347437 or email [complaints@b4sh.org.uk](mailto:complaints@b4sh.org.uk)

What we need from you:

- Your name
- Address
- Contact number
- An overview of what has gone wrong – please give as much detail as possible including dates

We will acknowledge your complaint within 1 working day in writing and aim to resolve it to your satisfaction within 28 days. If we believe we have resolved your complaint and notified you but then do not hear from you within 28 days we will close your complaint. If we are unable to resolve your complaint, we will write to you letting you know how to engage the independent alternative dispute resolution scheme. This is provided by Ombudsman Services. To qualify you must be either a residential customer or a small business customer and your complaint must have been ongoing for at least 6 weeks with no resolution having been reached.

Ombudsman Services can be found at:

<https://www.ombudsman-services.org/>

Ombudsman Services: Communications,  
P.O. Box 730, Warrington, WA4 6WU

Phone: 0330 440 1614

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

B4SH is a member of Ombudsman Services. We follow the Ofcom Approved Complaints Code (OACC) when dealing with complaints from our customers. You can access the OACC by visiting:

<https://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/codes-of-practice>