



brsk Limited
Company Number: 12792126

85 Great Portland Street
First Floor
London
W1W 7LT

Brsk Customer Complaints Policy

1. Introduction

At brsk Limited (brsk), we care about our customer experience and will always aim to provide you, the customer, with the best service possible. If you ever feel that we're not living up to your expectations, please feel free to let us know. We're fully committed to addressing all complaints, fully, fairly and in a reasonable timeframe. Your feedback is important to us and we will use it to try and improve the way we do things. We will do what we can to resolve your complaint, and the feedback we receive from you will be used to help improve our services for other customers.

2. About brsk

Brsk is a limited company registered in England and Wales under company number 12792126, with registered office at 85 Great Portland Street, First Floor, London, W1W 7LT.

The below Customer Complaints Policy explains how to go about making a complaint and how to take it further should you need to. It covers all services provided to you by brsk, including your broadband services and any other services rendered to you.

3. Our Complaints Process & How to Contact Us

Our complaints procedure has four stages;

Stage 1: Contact our Customer Experience Team. In the first instance, they will be able to investigate your complaint, and will do their best to resolve this while they are on the call with you. If they are unable to deal with your complaint immediately, please give them an opportunity to investigate the complaint and get back to you within 48 hours.

You can make contact with them through the following channels:

- By Telephone: 02039 255 299
- By Email: support@brsk.co.uk or info@brsk.o.uk.
- By logging a ticket through our website: www.brsk.co.uk
- By logging a ticket through your brsk account portal
- By letter: 85 Great Portland Street, First Floor, London, W1W 7LT.

Stage 2: If you are not happy with the solution offered by Customer Experience (first line support), you can ask to escalate your complaint to the Customer Experience Manager. You can do this by simply asking to have your issue escalated. The Customer Experience Manager will aim to respond to your complaint within 24 hours, will provide an explanation of the status of the issue, and will endeavor to resolve the complaint as soon as possible.



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Stage 3: If you feel the Customer Experience Manager has been unable to satisfactorily resolve your complaint, you can ask for your complaint to be escalated to the Customer Experience Executive, or the Operations Executive. They will review your complaint and respond to you within 5 working days, and endeavor to resolve the complaint as soon as possible.

Stage 4: If, after following the process above, and after a period of 2 months, you are still not happy that your complaint has been adequately addressed, you can refer it for independent adjudication, which is the Ombudsman (see Independent Adjudication Section below).

4. Independent Adjudication

If your complaint is not settled within 2 months, you can refer it to the Ombudsman Service, using the Alternative Dispute Resolution Scheme. The Ombudsman has been approved by Ofcom for handling consumer disputes and its services are free of charge. The ombudsman can't deal with complaints about commercial policy (like our prices or broadband availability) and they can't help businesses with more than ten employees, unfortunately. A full list of what the Ombudsman can and cannot assist with can be found [here](#).

What the ombudsman can do, however, is advise you on a way forward if you're a home or small business customer who complained eight or more weeks ago, or if you are unhappy with the outcome of your complaint with us.

To use the Alternative Dispute Resolution scheme via the Ombudsman, you can visit the below or make contact using the below:

- Visit: <https://www.ombudsman-services.org/complain-now>
- Phone: 0330 440 1614
- Email: enquiry@ombudsman-services.org
- Write to them at Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU.

5. How We Will Contact You

We always investigate every complaint and actively work to resolve issues to your satisfaction. We'll let you know as soon as we think we have a resolution. This could be on the original call, if we are able to resolve the issue there, or if we can't, we'll issue you with a ticket or case number and let you know once we have a resolution.

In the first instance, we'll try to contact you by your preferred contact method and that which you made initial contact with us. If we miss you, we'll send you a text with our telephone number so you can ring us back when you're free during our opening hours.