

Complaints Code of Practice

Version 2.0 | Effective from 1 September 2026 | www.rocket-fibre.co.uk

1. About this code

1.1 This code explains how to complain to Rocket Fibre Ltd (registered number 12821973, registered office Unit 5 Perth House, Corby Gate Business Park, Corby, Northamptonshire, NN17 5JG), what we will do when you complain, how quickly we will do it, and what you can do if you are not happy with the outcome. In this code “we”, “us” and “our” mean Rocket Fibre Ltd, trading as Rocket Fibre.

1.2 It applies to complaints about any of our services, including residential and business broadband, telephone and mobile services, and to complaints about our staff, our sales and marketing, our bills and the way we have handled something. Section 7 explains how it applies to larger business, wholesale and colocation customers.

1.3 We are regulated by Ofcom, and this code is published to meet the requirements of General Condition C4 of Ofcom's General Conditions of Entitlement. Our Residential Terms and Conditions refer to it at clause 20. It is available on our website, and we will send you a paper copy, or a copy in large print, braille or audio, free of charge if you ask.

2. What counts as a complaint

2.1 A complaint is any expression of dissatisfaction with our services, our staff or the way we have handled something, where you want us to look into it and put it right. You do not need to use the word “complaint”, and it does not matter how you tell us. If we are unsure whether you are complaining or simply asking for help, we will ask you.

2.2 Reporting a fault, asking for help or querying a bill is a service request rather than a complaint. It becomes a complaint if you tell us you are unhappy with how we have dealt with it, or it is not resolved when we said it would be.

3. How to complain

3.1 Please make your complaint in writing, so that it reaches our complaints queue directly and we have an accurate record from the start. There are two ways to do this: by email to hello@rocket-fibre.co.uk with “Complaint” in the subject line, or by opening a ticket in the customer portal at portal.rocket-fibre.co.uk headed “Complaint”. Both reach our complaints team directly and give you a reference number.

3.2 Ofcom's rules also require us to accept complaints from residential and small business customers by telephone and by post, so if you cannot use email or the portal you can call 0330 1227 711 (Monday to Friday 9am to 5pm, Saturday 9am to 4pm) or write to Complaints, Rocket Fibre Ltd, Unit 5 Perth House, Corby Gate Business Park, Corby, Northamptonshire, NN17 5JG. If you complain by telephone, the adviser will open a ticket for you so that your complaint is logged and tracked in exactly the same way, and will give you the reference number before the call ends. A complaint received by post is logged as a ticket on the day it arrives.

3.3 It helps us to resolve your complaint quickly if you give us your name and account number or the telephone number or address the service is provided to, a description of what has

gone wrong and when, what you have already done about it and who you spoke to, and what you would like us to do to put it right. Please also tell us how you would prefer us to contact you.

3.4 If you would like someone else to complain on your behalf, such as a family member, friend, carer or adviser, we will deal with them once you have told us that you are happy for us to do so. You can give that permission by telephone, in the portal or in writing, and you can withdraw it at any time.

3.5 If you are disabled, or your circumstances mean you need extra help to make or pursue a complaint, please tell us. We can provide correspondence in large print, braille or audio, use a text relay service, allow more time, and give your complaint priority where the problem affects a service you rely on. Our Code of Practice explains the other support we offer.

4. What we will do

4.1 Acknowledgement. We will acknowledge your complaint within two working days of receiving it, give you a reference number, tell you who is dealing with it and how to contact them, and explain the steps we will take and how long they should take. If you complain by telephone and we can resolve the matter during the call, we will confirm what we have agreed in writing.

4.2 Investigation. We will look into what has happened, which may mean checking our records, network and systems, speaking to the engineers or network operator involved, and coming back to you for more information. If the problem lies with the network operator whose infrastructure serves your premises, we remain responsible for your complaint and will pursue it with them on your behalf.

4.3 Response. We will give you our response within ten working days of acknowledging your complaint. It will be in writing, by email or through the portal, or by post if you prefer, and will set out what we found, what we have done or will do to put things right, and any credit, refund or compensation we are offering. If we need longer, for example because we are waiting for the network operator, we will tell you why, keep you informed at least every five working days, and give you a date by which you will hear from us.

4.4 Putting things right. Where we have got something wrong we will say so and correct it. Depending on the complaint, that may mean fixing a fault, correcting a bill, applying the service credits described in clause 17 of our Residential Terms and Conditions, releasing you from a contract, or paying compensation where you have suffered a loss because of our failure.

4.5 Closing the complaint. We treat a complaint as resolved when you tell us you are satisfied with the outcome, or when we have told you our final position and the action we have agreed has been completed. We will confirm in writing when we close it. Our response will remind you where to find this code and how to contact the Communications Ombudsman, and will explain that if you do not come back to us within 28 days we may treat the complaint as resolved; you can reopen it at any time by contacting us.

5. If you are not satisfied with our response

5.1 If you are not happy with our response, or with how your complaint is being handled, contact us in any of the ways in section 3, quote your reference number and ask for a manager review.

5.2 A manager who was not involved in the original handling will review your complaint, including anything you have added, and will reply within ten working days of your request with our final position. If they need longer they will tell you why and when you will hear from them.

5.3 The manager review is the last stage of our internal process. If you remain dissatisfied after it, or at any point six weeks after you first complained, you can take your complaint to the Communications Ombudsman as explained in section 6.

6. Taking your complaint to the Communications Ombudsman

6.1 The Communications Ombudsman is the independent alternative dispute resolution scheme, approved by Ofcom, of which we are a member. It looks at unresolved complaints between customers and their communications providers, and its service is free to you.

6.2 You can refer your complaint to the Communications Ombudsman if you are a residential customer, a business with ten or fewer employees, or a small not-for-profit organisation, and either: six weeks have passed since you first complained to us and the complaint is still not resolved; or we have written to you to say that we cannot resolve it (a “deadlock letter”).

6.3 If your complaint is still unresolved six weeks after you first raised it, we will write to you straight away to tell you that you can refer it to the Communications Ombudsman, and give you their details. We will not wait for you to ask.

6.4 If we have told you the outcome of our investigation, you have told us that it does not resolve your complaint, and there is nothing further we can do that would change the outcome, we will immediately send you a deadlock letter so that you can go to the Communications Ombudsman without waiting six weeks. You can also ask us for a deadlock letter at any time; we will send one unless we reasonably believe we can still resolve the complaint within the six-week period, and we will explain our reasons if we decline.

6.5 You can contact the Communications Ombudsman online at www.commsombudsman.org, by telephone on 0330 440 1614 (Monday to Friday 8am to 6pm), by email at enquiry@commsombudsman.org, or by post to Communications Ombudsman, P.O. Box 730, Warrington, WA4 6WU. Your referral should normally be made within twelve months of our deadlock letter or of the six-week point.

6.6 The Ombudsman will look at the evidence from both sides and decide what, if anything, we should do. If you accept its decision, we are bound by it and will carry it out. If you do not accept it, you are free to take the matter further, including to the courts. We will cooperate fully with the Ombudsman.

7. Business, wholesale and colocation customers

7.1 Business customers with ten or fewer employees and small not-for-profit organisations can use every part of this code, including the Communications Ombudsman.

7.2 Larger business customers, and wholesale, carrier and colocation customers, must make complaints by email to hello@rocket-fibre.co.uk with “Complaint” in the subject line or by a portal ticket headed “Complaint”, so that every complaint

is logged and tracked from the start; we will ask for a complaint made by telephone to be confirmed in one of those ways. We will handle their complaints under sections 4 and 5 in the same timescales, with the manager review carried out by a director. The Communications Ombudsman is not available to these customers. If a complaint cannot be resolved through this code, any dispute is dealt with under the escalation and dispute resolution provisions of the customer’s contract with us, including the Master Services Agreement for colocation customers.

7.3 Where a business or wholesale customer has an account manager, the account manager is the first point of contact for a complaint, and the timescales in section 4 run from the day the account manager receives it.

8. Other help

8.1 Ofcom does not investigate individual complaints, but it uses the information customers give it to decide where to act, and you can tell Ofcom about your experience at www.ofcom.org.uk/complaints.

8.2 Citizens Advice can give you free, independent advice about your rights as a consumer, on 0808 223 1133 or at www.citizensadvice.org.uk (in Northern Ireland, Consumerline on 0300 123 6262). Nothing in this code affects your legal rights, including your right to bring a claim in court.

9. Complaints about your personal data

9.1 If your complaint is about the way we have handled your personal data, for example a marketing message you did not want or how we responded to a request about your information, it is dealt with under section 15 of our Privacy Policy, as data protection law requires. You can raise it by email or portal ticket like any other complaint; the law also requires us to accept it however it reaches us, including by telephone, by post or through our website. We will acknowledge it within 30 days, look into it without undue delay and tell you the outcome, and you can complain to the Information Commissioner at ico.org.uk or on 0303 123 1113 at any time.

10. How we record and learn from complaints

10.1 We keep a record of every complaint, including how and when it was made, what we did, when we responded and the outcome, for six years from the date it is closed. Our Privacy Policy explains how we look after that information.

10.2 All our staff are trained to recognise a complaint however it is expressed and to log it as one, and we review complaints every month to fix the causes of the problems they reveal.

10.3 We will always treat you with courtesy and ask the same of you; if a complainant is abusive or threatening towards our staff we may restrict contact to writing, but we will still deal with the complaint.

11. Changes to this code

11.1 We review this code at least once a year and whenever Ofcom’s rules change. The version number and effective date are shown at the top, the current version is always published on our website and referred to on your bills, and we will tell you if we make a change that affects how you can complain.

11.2 Version history. Version 1.0, 15 March 2025: original complaints process. Version 2.0, 1 September 2026: rewritten as a Complaints Code of Practice for Ofcom’s six-week route to the Communications Ombudsman, the designated email and portal routes, shorter timescales and the statutory process for data protection complaints.