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**Briefing Audience:**

WC Communication Providers

## **BT UNDERTAKINGS COMPLAINTS/ISSUES PROCESS**

### ***Briefing WC 023/06***

BT is interested in hearing from Communications Providers (CP) at any time when they are concerned about or not satisfied with the way in which BT is delivering or complying with the BT Undertakings.

In order to register a complaint with BT the CP should get in touch with their Account Manager or usual single point of contact. They will arrange for the complaint to be recorded and investigated as appropriate. BT will endeavour to acknowledge receipt of the issue or complaint within two working days and we will keep you apprised of progress on a regular basis. Processes have been put in place to ensure that all such complaints are tracked by our Group Compliance team, who are part of our Internal Audit division.

If for any reason a CP does not wish to pursue the issue through their account manager they can forward the issue directly to:

[compliance@bt.com](mailto:compliance@bt.com) if the issue is about any part of BT except Openreach.

For Openreach complaints the contact address is:

[equivalence@openreach.co.uk](mailto:equivalence@openreach.co.uk)

If a CP is not satisfied with the response from BT or Openreach they can contact the Equality of Access Office (EAO) at [eao@bt.com](mailto:eao@bt.com). Their complaint will be independently investigated and the findings reported to the Equality of Access Board (EAB).

The EAO's complaints handling guidelines can be found at [www.bt.com/eab](http://www.bt.com/eab).

BT's internal process for reporting and investigating issues has been briefed out across BT in order that consistent and prompt action and resolution is achieved.

Should you wish to discuss any aspect of this process please feel free to contact Chris Waring, Head of Group Operations Compliance on 07850 743117 or Kevin Lendor, Head of Wholesale Compliance on 01977 598638.

For any queries, please contact your BT Account Manager.

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