

Complaints Code

Last updated and effective from: May 2026

Hey! Broadband is the trading name of Hey Broadband Ltd, a limited company registered in England and Wales with company number 11992003. Our registered office address is 3rd Floor, 1 Ashley Road, Altrincham, Cheshire WA14 2DT.

In this Code, “we”, “us” and “our” mean or refer to Hey! Broadband and references to “our website” mean the website at www.heybroadband.co.uk

At Hey! Broadband, it’s important to us that you get great service but we know that sometimes things can go wrong and of course we want to put these right as soon as we can! This Complaints Code (“Code”) explains how to get in touch with us if you want to make a complaint and the steps we’ll take to get this resolved. We’re fully committed to resolving your complaints in a fair and reasonable timeframe.

We’re required by Ofcom to have a complaints code which covers the services we provide.

This Code applies to our residential customers and our small business customers (businesses with 10 or fewer employees).

We can update this Code at any time and will post our latest version on our website.

This Code has 3 easy steps to resolving your complaint:

Raising a complaint – how to get in touch

Please let us know if you’re unhappy with us or our services as soon as you can, so we can get things back on track. Here’s how you can get in touch with us (just make sure you let us have your name, account number and contact details so we can respond to you as quickly as we can):

- by phone – on 0330 822 2878 (this is the quickest way to reach us). Our Complaints team will do their best to resolve your complaint on the call but sometimes it may take us a little longer and we may need to call you back, which we’ll aim to do within 2 working days;
- by email – at complaints@heyb.co.uk. Our Complaints team monitor this inbox regularly. We’ll aim to acknowledge your email within 2 working days.

Investigating a complaint – our response

Every complaint we receive is important to us and we’ll actively investigate and review any issue raised. If we need to discuss your complaint with you, we’ll contact you. Once we’ve investigated your complaint, we’ll let you know the outcome. We aim to get back to you promptly and, wherever possible, within 28 working days from the date we acknowledge your complaint.

If we need more information from you to investigate your complaint we’ll let you know. Please supply any requested information as soon as you can.

If we've requested further information from you and we don't hear back from you within a reasonable time, we'll write to you with the results of our investigation based on the information we have.

In any case, if you're not happy with our response, please let us know and we'll continue to work with you to sort things out. Unless you tell us within 28 days of our writing to you that you think we've failed to sort out your complaint, we can consider the complaint resolved.

Escalating a complaint

If we've not managed to resolve your complaint within the period of 6 weeks from the date you first complained or if, before that, we don't think there's anything more we can do to resolve your complaint, we'll issue you an "ADR letter". This is a letter from us to you which states that you may take your complaint to our independent Alternative Dispute Resolution ("ADR") provider.

Our ADR provider, CISAS, is approved by Ofcom to resolve disputes related to communication and internet services. You can contact them using the following details:

telephone: 020 7536 6000

email: info@cedr.com

website: <https://www.cedr.com/consumer/cisas/>.

You need to have followed our complaints process as set out in this Code and have received an ADR letter from us before our ADR provider will deal with your complaint.

The services of our ADR provider are free for our residential customers and our small business (10 or fewer employees) customers.