**Formal letter of complaint about speeds claimed not being achieved**

*[Your postal address]*

*[Broadband provider]*

*[Company address]*

Dear Sir or Madam

On [*the date your broadband started*] I contracted with you for [the name of your broadband package]. I entered into the contract on the basis of being provided with a minimum guaranteed line speed of [*your promised speed*]. In practice I’m only achieving speeds of [*your actual speed*].

[Include further evidence here like a log of your speeds, and any previous communication you’ve had with your broadband provider on the issue.]

[*Choose the first statement if your broadband provider has signed the Ofcom voluntary code. Choose the second statement if your broadband provider has not signed the voluntary code*]

I am formally notifying you of this poor service and expect you to resolve it within 14 days. If you are unable to do so, I consider you in breach of contract and will be writing to request I leave my contract immediately and without penalty as outlined in Ofcom’s Code of Practice.

*[Or]*

I am formally notifying you of this poor service and expect you to resolve it within 14 days. I would also encourage you to sign up to Ofcom’s Code of Practice to enhance consumer protection for broadband contracts.

Yours faithfully

*[First name, Last name]*

**Follow up letter to broadband service provider if you’re not happy with the way it has dealt with your complaint.**

(Your name and address)

(Name of company)

Dear

Ref: (nature of your complaint/reference number)

I am writing with regard to the above complaint. I wrote to you on (date) asking you to (describe the action you asked them to take) to resolve this complaint.

(Your attempts to resolve the problem have not been satisfactory) (and you claim that there is nothing more you can do to help me) (I have not received any response from you).

It appears that we have reached a position of deadlock and therefore, I am left with no alternative but to take my complaint to (Ombudsman Services: Communications /CISAS).

I would afford you one final opportunity to reconsider your position and confirm to me within the next 14 days that you will (describe the action you wish them to take) or alternatively send me a letter of deadlock.

If I do not hear from you within this timeframe I will refer this dispute to (Ombudsman Services: Communications /CISAS) with no further reference to you.

Yours faithfully