Fictional example - created only to demonstrate the style of the Premium service

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Sampletown
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24 September 2026

Customer Resolutions Team
FastWave Broadband
18 Network House
Birmingham
B1 2CD

Re: Formal complaint - repeated service failures, missed appointments and unresolved complaint
Account: FW-218447 | Complaint reference: C-98431

Dear Customer Resolutions Team,

I am writing to make a formal complaint about the repeated loss of my broadband service, two missed engineer appointments and the way my earlier complaint has been handled. I first reported the problem on 3 September 2026 and, despite several contacts with your support team, the service has remained unreliable and I still do not have a clear explanation of the underlying fault or a firm resolution date.

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Summary of events

- 3 September - my broadband began disconnecting repeatedly and then stopped working for several hours. I reported the fault by telephone and was advised that remote checks showed a possible line issue.
- 5 September - the service failed again for most of the day. I contacted support and an engineer appointment was booked for 9 September between 8am and 1pm.
- 9 September - I remained at home for the full appointment window, but no engineer attended and I received no call or message explaining the missed visit. When I contacted support that afternoon, I was told the appointment had been marked as incomplete and another visit would be arranged.
- 13 September - a second engineer appointment was scheduled. Once again I stayed at home, but nobody attended. I then raised complaint C-98431 and was told the matter would be escalated.
- 15 September - I received a brief text saying the fault was being investigated, but it contained no timescale and did not address the two missed appointments.
- 18 September - I contacted your complaints team again. I was advised that the case was still open and that someone would call me back within 48 hours. I did not receive that call.

Impact of the ongoing problem

The repeated outages have caused significant disruption. I work from home on several days each week and have had to use mobile data to stay connected. I have also rearranged work and personal commitments twice in order to be available for engineer visits that did not take place. The uncertainty has been particularly frustrating because each contact has resulted in a different explanation and no one has taken clear ownership of the complaint.

I appreciate that technical faults can take time to diagnose, but the combination of an unreliable service, two missed appointments and poor follow-up has left me without the level of service I have been paying for and without confidence that the issue is being managed properly.

Previous attempts to resolve the complaint

Since 3 September I have contacted FastWave on six occasions by telephone or online chat. I have provided the same account details and fault history each time. I have also kept copies of the appointment confirmations and the text message received on 15 September. These can be supplied if required.

My main concern is that the problem has now moved beyond a single technical fault. The missed appointments, lack of promised callbacks and absence of a clear action plan have all added to the original service failure. I therefore need the complaint to be reviewed as a whole rather than treated as another routine fault report.

What I am asking FastWave to do

- Arrange a confirmed engineer visit, with a realistic appointment window, to identify and resolve the underlying broadband fault.
- Provide a written explanation of what has caused the repeated outages and why the two previous engineer appointments were missed.
- Credit my account for the periods during which the broadband service was unavailable or materially unreliable.
- Consider a compensation payment of £150 for the two missed appointments, the time spent repeatedly contacting support and the disruption caused while the complaint remained unresolved.
- Confirm the name or team responsible for the complaint and provide a single point of contact until the matter is closed.

I believe these requests are reasonable in light of the length of time the problem has continued, the two failed appointments and the number of times I have had to chase for information. My preference is to remain a customer if the service can be made reliable and the complaint is handled properly from this point onward.

Please provide a full written response within 14 days, setting out the action you will take and the expected timescale for resolving the service issue. If you are unable to resolve the complaint within that period, please explain what further complaint or escalation route is available to me.

I hope this can now be dealt with promptly and fairly. I look forward to receiving your response.

Yours faithfully,

Jamie Carter

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