



Fibre Support Accessibility and Vulnerable Consumers Policy

1. Introduction

Fibre Support Ltd is committed to providing excellent service and support to all our customers, including those with disabilities or those who may be considered vulnerable. Our goal is to ensure that all customers have equal access to our services and receive the necessary assistance to meet their needs.

2. Scope

This policy applies to all employees, contractors, and third-party service providers of Fibre Support. It outlines our approach to ensuring accessibility and supporting vulnerable consumers across all our operations and services.

3. Definitions

- **Accessibility:** The practice of making services, products, and environments usable by all people, regardless of their abilities or disabilities.
- **Vulnerable Consumers:** Individuals who may be at a disadvantage or face challenges in accessing or using our services due to factors such as age, disability, mental health, financial hardship, or other circumstances.

4. Principles

4.1 Equal Access

Fibre Support provides equal access to all our services. We will take reasonable steps to ensure that our products, services, and facilities are accessible to all customers, including those with disabilities.



4.2 Customer-Centric Approach

We will consider the specific needs and circumstances of our customers in all aspects of our service delivery. This includes understanding and accommodating the needs of vulnerable consumers to ensure they receive the best possible support.

4.3 Continuous Improvement

We will continuously seek ways to improve accessibility and support for vulnerable consumers through regular reviews of our policies, practices, and customer feedback.

5. Responsibilities

5.1 Management

Management is responsible for ensuring that this policy is implemented effectively across all areas of the business. This includes providing necessary resources and training to staff.

5.2 Employees

All employees are responsible for adhering to this policy and ensuring they consider the needs of all customers, including those with disabilities and vulnerable consumers. Employees should participate in relevant training and apply best practices in their interactions with customers.

5.3 Contractors and Third-Party Providers

Contractors and third-party service providers must comply with this policy and ensure their services are accessible and supportive of vulnerable consumers.

6. Accessibility Measures

6.1 Physical Accessibility

We will ensure that our physical locations, including offices and retail spaces, are accessible to people with disabilities. This includes:

- Providing ramps, elevators, and accessible restrooms.
- Ensuring clear signage and accessible parking spaces.
- Offering assistance as needed within our premises.



6.2 Digital Accessibility

We will ensure our digital platforms, including websites and mobile applications, are accessible to all users by:

- Complying with WCAG (Web Content Accessibility Guidelines) standards.
- Providing alternative formats for content where possible.

6.3 Communication

We will offer multiple channels of communication to accommodate different needs, including:

- Phone support
- Email and live chat support.
- In-person support at our locations.
- Providing information in large print, braille, and other accessible formats upon request.

7. Support for Vulnerable Consumers

7.1 Identification

We will take steps to identify vulnerable consumers through our interactions and provide them with appropriate support. This includes training staff to recognize signs of vulnerability and respond sensitively.

7.2 Tailored Support

We will offer tailored support to vulnerable consumers, including:

- Providing additional time and assistance to understand our products and services.
- Offering flexible payment options and financial support where necessary.
- Ensuring clear and simple communication to avoid misunderstandings.

7.3 Confidentiality and Respect

We will respect the privacy and dignity of vulnerable consumers. All personal information will be handled confidentially and in accordance with our privacy policy.



8. Training and Awareness

8.1 Staff Training

We will provide ongoing training to our staff to ensure they understand and can implement this policy effectively. This includes:

- Training on disability awareness and communication.
- Understanding the needs of vulnerable consumers.
- Best practices for providing accessible and inclusive service.

8.2 Raising Awareness

We will promote awareness of accessibility and the needs of vulnerable consumers within our organization and with our customers through regular communications and updates.

9. Feedback and Complaints

9.1 Encouraging Feedback

We encourage feedback from all customers, particularly those with disabilities and vulnerable consumers, to help us improve our services. Feedback can be provided through:

- Our website feedback form.
- Customer service phone line.
- Email or postal mail.

9.2 Handling Complaints

We will handle complaints promptly and sensitively. Customers can raise concerns through our complaints process, and we will ensure they receive a response within a reasonable timeframe. This can be done at complaints@fibresupport.co.uk



10. Monitoring and Review

10.1 Monitoring

We will monitor the effectiveness of this policy through regular reviews, customer feedback, and performance metrics.

10.2 Review

This policy will be reviewed annually, or more frequently if required, to ensure it remains relevant and effective. Updates will be made as necessary to address emerging needs and feedback.

11. Contact Information

For more information or assistance, customers can contact us at:

- **Phone:** Fibre: 0333 880 4020
- **Email:** support@fibrenova.co.uk
- **Address:** 101 Old Hall Street, Floor 5, Liverpool, L39BP

12. Conclusion

Fibre Support is committed to ensuring that all customers, including those with disabilities and vulnerable consumers, receive equitable, respectful, and effective service. By adhering to this policy, we aim to create an inclusive environment where all customers feel valued and supported.

This policy reflects Fibre Support's dedication to accessibility and the well-being of our vulnerable consumers. We welcome any suggestions for improvement and remain committed to continuous enhancement of our services.