



## Vodafone UK Customer Complaints Code

At Vodafone, we're committed to you. Every day, in every way, we strive to make your connected life simpler and easier. So, if you ever feel like we haven't succeeded, we want to hear from you. Not only will your feedback help us put things right, but it'll ensure we continue to improve for other customers too. Our Customer Complaints Code is here to explain how we can help if you need to complain.

### How to complain

Most complaints can easily be resolved through our online help page at [vodafone.co.uk/complaints](https://vodafone.co.uk/complaints), but if you're unable to find the information you're looking for or if you're looking for an alternative way to make your complaint, you can get in touch with us using one of the options below:

#### Call us

Calling us is the fastest way to resolve your complaint. You can speak to our dedicated complaints team seven days a week on **0333 3040 441** (standard call charges apply).

When you call us we will:

- Do everything we can to resolve your complaint on the call, including escalating your complaint to a manager, if needed
- If your complaint requires further investigation, it will be passed to our specialist Customer Relations team who will contact you as soon as possible
- Once we've reviewed your complaint, we'll let you know the outcome within five working days. It can sometimes take a bit longer than this, but we'll let you know when we contact you if this is the case and keep you regularly updated throughout the process
- If your complaint is about a financial product (like your Device Plan), we'll always write to you with the outcome

#### Chat to us online

You can also chat with us online. Just visit [vodafone.co.uk/complaints](https://vodafone.co.uk/complaints) and one of our team will be happy to help.

When you chat to us online we will:

- Do everything we can to resolve your complaint, including escalating your complaint to a manager, if needed
- We aim to resolve most complaints at this stage, however more complex cases may need further investigation
- We'll let you know the outcome within five working days or let you know if it will take longer and keep you regularly updated throughout the process



- If your complaint is about a financial product (like a Device Plan), we'll always write to you with the outcome

### Write to us

If you'd prefer to write to us, please include relevant details in your letter, including the issue you've had, the steps you'd like us to take, and your contact details.

Please address any letters to: **Customer Relations Manager, Vodafone Limited, The Connection, Newbury, Berkshire, RG14 2FN**

When you call us we will:

- Let you know when we've received your letter and before we begin to investigate
- Do everything we can to resolve your complaint, including escalating your complaint to a manager, if needed
- We'll aim to resolve it within five working days and contact you if we need any further information
- If the issue is complex and we think our investigation will take longer than five working days, we'll let you know and keep you informed of our progress

### Email us

You can also send us your complaint by email using our online complaints form.

If you'd like to do this, just visit [vodafone.co.uk/complaints](https://vodafone.co.uk/complaints) and follow the onscreen steps.

Once your complaint has been submitted, we will:

- Send you a confirmation email to let you know that your complaint has been received and include your unique case reference number
- We'll aim to get back to you within 2 weeks. Please note: if your issue requires urgent attention please call us or chat to us online instead.
- If we need to speak with you about your complaint, we'll get in touch either by email or phone. If we need to call you, we'll send you a text to let you know beforehand
- If your complaint is about a financial product (like a Device Plan), we'll always write to you with the outcome



## Alternative Dispute Resolution (ADR)

If your complaint has not been resolved after 8 weeks or we have issued you with a final response or 'deadlock' letter, we will inform you of your right to seek alternative dispute resolution.

### The Communication and Internet Services Adjudication Scheme (CISAS)

Once you've received a letter from us informing you of your right to seek alternative dispute resolution, you can take your complaint to the Communication and Internet Services Adjudication Scheme (CISAS).

CISAS is an independent dispute resolution scheme, approved by Ofcom, which is free of charge. This scheme aims to impartially resolve communication and internet services complaints that cannot be resolved between a customer and a service provider.

Please read through CISAS's guidelines before referring your complaint, to ensure your complaint is eligible for the scheme.

### How to contact CISAS

**Online:** [www.cedr.com/consumer/cisas](http://www.cedr.com/consumer/cisas)  
**Phone:** 0207 5203 814 – standard call charges apply  
**Email:** [cisas@cedr.com](mailto:cisas@cedr.com)  
**Post:** CISAS, Communications & Internet Services Adjudication Scheme,  
70 Fleet Street, London, EC4Y 1EU

### The Financial Ombudsman Service

If you've complained about a financial product you bought from us and you aren't happy with the final outcome, you can choose to contact the Financial Ombudsman Service.

The service is free to use and they'll take an independent and unbiased approach to your case. You can read their leaflet which is available at [www.financial-ombudsman.org.uk/leaflet](http://www.financial-ombudsman.org.uk/leaflet) for more information on what the Financial Ombudsman can help with.

### How to contact the Financial Ombudsman Service

**Phone:** 0300 1239 123 – standard call charges apply  
**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
**Post:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR

If you require a copy of our Complaints Code of Practice in a different format for example large print or braille, please call our specialist accessibility team on **03333 043 222** (standard call charges apply) or email [disability.access@vodafone.co.uk](mailto:disability.access@vodafone.co.uk)