

## How we handle a complaint

We hope you won't need to contact us to make a complaint, but we know that sometimes things don't go quite right.

Our aim is to get things right first time, but we know that on occasion things don't go quite right and when this happens, we are committed to finding a resolution as quickly as possible. Our Customer Complaints Code is here to explain how to get in touch and how we can help.

## Getting help (How to make a complaint)

We're really sorry you've had a bad experience with VOXI, we'd love to try put it right.

Talk to one of our team members through [online chat](#)

We're available 24/7

### Phone

If you prefer to speak to us, you can call our dedicated complaints line on **0808 005 7449**

### Write to us

Alternatively you can write to us with your complaint at VOXI Customer Relations Manager  
Vodafone Limited The Connection Newbury Berkshire RG14 2FN

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.

- Our aim is to fully investigate and do everything we can to resolve your complaint as quickly as possible.
- We endeavour to resolve all complaints within 5 days. If the issue is complex or of a technical nature it may take longer and, in such instances, we will keep in contact with you regularly until a resolution is found.
- If you're not happy with the outcome to your complaint, please let us know and we will review your case. Our aim is always to find a satisfactory resolution and we will let you know if anything further can be offered.

## If we don't solve your complaint - Alternative Dispute Resolution

You can get help from CISAS or the Financial Ombudsman Service if we haven't solved your complaint in eight weeks or you're not happy with our final response, or 'deadlock' letter.

### Take your complaint to CISAS

The Communication & Internet Services Adjudication Scheme (CISAS) is an independent dispute resolution scheme, approved by Ofcom, which is free of charge. It aims to impartially settle

complaints about communication and internet services that cannot be resolved between a customer and a service provider. Read through their guidelines to make sure your complaint is eligible.

- [Contact CISAS online](#)
- Phone: 0207 5203 814 (standard rates apply)
- Email: [cisas@cedr.com](mailto:cisas@cedr.com)
- Post: CISAS, Communications & Internet Services Adjudication Scheme, 100 St Paul's Churchyard, London EC4M 8BU

### **Take your complaint to the Financial Ombudsman Service**

If you've complained about a financial product we have recommended or introduced you to, such as PayPal Credit and you aren't happy with the final outcome or haven't received an outcome to your complaint after 8 weeks, you can choose to contact the Financial Ombudsman Service. They're free and will 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.

- [Contact the Financial Ombudsman online](#)
- 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

### **Need another format?**

If you need to receive this document in a different format such as large print or Braille, contact us from [support.vodafone.co.uk](http://support.vodafone.co.uk) or call **03333 043222** from a landline (standard call charges apply).