

## Vodafone UK Customer Complaints Code

At Vodafone, we strive to make your connected life simpler and easier. 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)

The quickest way to get help is through our online help page at [Vodafone Support Centre](#), but if you're unable to find the information you're looking for or you're are not satisfied with the response you have received, you can raise a complaint using the options below:

#### Call us

If you would prefer to talk to us about your complaint you can call us free on **0333 304 0191**.

#### 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 <https://www.vodafone.co.uk/help-and-information/complaints/code-of-practice> and follow the onscreen steps.

#### 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

### Complaint Handling Process (How we will handle your complaint)

- 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.

### Automatic Compensation

If you are a residential consumer and your landline or broadband service has been delivered late, or

you've had a total loss of service that has taken more than two working days to fix, or our engineer has missed an appointment we made with you, your account will be credited automatically in accordance with our Automatic Compensation scheme. You can view details at [www.vodafone.co.uk/broadband/auto-compensation-hbb](http://www.vodafone.co.uk/broadband/auto-compensation-hbb).

### Alternative Dispute Resolution (ADR)

If your complaint has not been resolved, and one of the following scenarios applies, we will inform you of your right to seek alternative dispute resolution:

- 1) Complaint is not resolved after 8 weeks for Financial Product Complaints
- 2) Complaint is not resolved after 6 weeks for all other complaints which would go to CISAS
- 3) We have issued you with a final response, summary resolution or 'deadlock' letter.

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

Once you've received a 'deadlock' letter from us or if you haven't received an outcome to your complaint after 6 weeks 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, 100 St Paul's Churchyard, London, EC4M 8BU

### The Financial Ombudsman Service

If you've complained about a financial product (i.e., device plan with loan agreement or insurance) you bought from us 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.

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.

[View our financially regulated complaints data](#)

**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)