



Customer  
**Complaints Code**

# Here to help

At O2 we're here for you whenever you need us, so that you can stay connected to the people that matter most.

We're required to publish our Customer Complaints Code, which explains how we'll help if things go wrong. If you'd like a copy of this code sent to you, please let us know. If you require a copy of this document in an alternative format, such as large print, Braille or audio, we will provide this for you free of charge. You can request this by visiting our support pages or you can call us.

## Contact us

You may find the quickest way to get the answers you need is online at [O2.co.uk](http://O2.co.uk). Our support pages include help on finding out more about your network, how to get up and running with your device, and our O2 Community, can be found at [O2.co.uk/help](http://O2.co.uk/help).

### Personal Accounts

From your mobile	202	Free
From a landline	0344 809 0202	Standard UK rate
From abroad	(+44) 7860 980 202	Free from an O2 mobile

### Pay As You Go

From your mobile	4445	Free
From a landline	0344 809 0202	Free
From abroad	(+44) 7860 980 202	Free from an O2 mobile

### Business Accounts

From your mobile	8002	Free
From a landline	0800 977 7337	Free
From abroad	(+44) 7860 980 202	Free from an O2 mobile

For customers with disabilities, please be aware that we have alternative ways you can contact us, such as SignVideo and Text Relay. Please visit our [Access for All page](#) to find out more

# Complaint handling process

We hope that you won't need to contact us to make a complaint but understand that sometimes things don't go quite right and you might need some extra help to solve an issue.

We'll do our best to resolve your complaint as soon as you get in touch with us. Most complaints can be resolved quickly and easily by contacting one of our Customer Service advisors who will do all they can to resolve your complaint but will escalate your call to a manager if needed. If you're happy that our advisor or manager has done everything to resolve your issue, we will close your complaint.

If your complaint is about a financial product, such as your Refresh Device Plan, our Customer Service advisors and Managers are highly skilled in delivering the support you need, and will write to you following your conversation to confirm the outcome.

If you've spoken with a manager and your complaint is still not resolved, we'll pass this to our dedicated team of Resolution Specialists. Our specialist complaints team will carry out an impartial review of your complaint and aim to reply within five working days, but if the issue is complex and we think our investigation will take longer, we'll keep you updated with our progress.

We'll always try to call you to make sure we've understood your issues, unless stated otherwise, and we'll also email you after the call to confirm what we've discussed. We promise that we'll always treat you fairly and with respect, update you with any progress, and clearly explain what has happened and aim to resolve your complaint on the call.

Alternatively, you can contact us directly by email or post. Make sure you include your contact details and what you'd like us to do to resolve your issue. We'll send you an acknowledgement and pass your details to our Resolution Specialists or team of Customer Service Experts, depending on the help you need.

Complaint Review Service	
Email	<a href="mailto:complaintreviewservice@o2.com">complaintreviewservice@o2.com</a>
Postal address	O2 Complaint Review Service PO BOX 694 Winchester SO23 5AP

If we're unable to speak with you about your complaint, we'll write to you with the outcome of our investigation and what we're going to do to put things right. We'll keep your complaint open for 28 days, so if you think there's something we've missed, you can contact us again. If we don't hear from you within the 28 days, we'll consider your issue resolved and will close your complaint.

## What happens next?

If you're not happy after we've responded to your complaint, or if your complaint isn't resolved after eight weeks, you may wish to refer your complaint to an Alternative Dispute Resolution (ADR) service.

The ADR is a free service, which will independently review your complaint. They investigate complaints fairly by listening to both sides of the story and looking at the facts. Their decision is binding on O2, but not on you as a customer. O2 work with two ADR service providers, depending on what your complaint is about. When you speak with our complaints team, we'll make sure that if you remain unhappy you're provided with a final position letter, which will detail what we've done and advise you which ADR you should contact.

## CISAS – Communications & Internet Services Adjudication Scheme

CISAS is an Alternative Dispute Resolution scheme, approved by Ofcom. CISAS will review your complaint if it hasn't been resolved after eight weeks, or if you can provide a final position letter, which we'll send you if we're unable to resolve your complaint. You have up to 12 months to contact the Ombudsman after receiving this letter.

You can contact the CISAS on:

CISAS	
Contact number	020 7520 3814
Postal address	CISAS 100 St Paul's Churchyard London EC4M 8BU
Website	<a href="http://www.cedr.com/consumer/cisas/overview">www.cedr.com/consumer/cisas/overview</a>

# Financial Ombudsman Services

If your complaint is about your consumer Refresh Device Plan or Business Essentials agreement, you will need to contact the Financial Ombudsman Service. The Financial Ombudsman Service is an independent Alternative Dispute Resolution scheme who'll review your complaint if it hasn't been resolved after eight weeks, or if you can provide a 'Final Position' letter. You have up to 6 months to contact the Financial Ombudsman Service after receiving this letter.

Financial Ombudsman Services	
Contact number	0300 1239 123
Postal address	Financial Ombudsman Services Exchange Tower London E14 9SR
Website	<a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a>
Email	<a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a>

Want more information on how the Financial Ombudsman can help? See this leaflet [financial-ombudsman.org.uk/publications/consumer-leaflet.htm](http://financial-ombudsman.org.uk/publications/consumer-leaflet.htm).