



Complaints Code of Practice

What to expect when you make a complaint:

If you contact us online:

- We will record your complaint and give you a unique reference number.
- We will request all relevant details to allow us to properly assess the matter,
- We'll try to resolve your complaint straight away.
- If we need more time to investigate, we'll contact you again.
- Most complaints which cannot be resolved immediately within the initial conversation, will be typically resolved within 7 days.
- If it is likely to take longer, we will keep you informed and will contact you within 7 days.
- We may contact you by phone or by SMS.

By phone:

- If you prefer to make your complaint by phone, you can call our Complaints Team on 0800 049 2402.
- Our advisor will ask for the details of your complaint and will give you a unique complaint reference number.
- We'll try to resolve your complaint during the call, but if we need more time to look into it, we'll contact you again with an update and work with you to reach a resolution.
- Most complaints which cannot be resolved immediately within our initial conversation, will be typically resolved within 7 days.

By Post:

- If you contact us by post, we will log your complaint under a unique reference and begin our investigation.
- In most cases we'll be able to send you a written response, with our proposed resolution, within 7 days of receiving your letter - please allow extra time for postage.
- Please ensure your letter includes all the requested information, allowing us to begin reviewing your complaint without needing to contact you for further details.



Guidance on the information required, can be found in our Complaints Procedure at idmobile.co.uk/help-and-advice/complaints-procedure

- If resolving your complaint will take longer than 7 days, we will update you on our progress within that timeframe.

Note: We may call you if we need more details or can resolve the issue faster by phone. Please tell us in your letter if you would prefer not to be contacted by phone.

If you are not happy with our resolution

We always aim to reach an agreement with you that you are satisfied with. However, if you followed our complaints procedure and are not satisfied with the outcome, you may ask us to review your complaint again. This review may be carried out by a manager if required or if you requested.

We will carry out a full and final review of your complaint, considering all the information you have provided and how we have handled your concerns to date. Once this review is complete, we will confirm our final resolution to you.

If you remain dissatisfied after we have provided our final position, we will issue this in writing as a Deadlock Letter. A Deadlock Letter confirms that we have reached the end of our internal complaints process and enables you to escalate your complaint to the Communications Ombudsman, our approved Alternative Dispute Resolution (ADR) scheme, without waiting for the full six (6) week period.

Alternative Dispute Resolution

The Communications Ombudsman is an independent, free of charge dispute resolution scheme, approved by Ofcom. They will consider the information provided by both you and us and work to help resolve your complaint. If you contact them, they will first assess whether your complaint falls within their remit to investigate.

When will the Ombudsman investigate my complaint?

You may choose to contact the Communications Ombudsman with your complaint if:



- You have made a complaint to us, and we have not resolved it within six (6) weeks of your initial complaint.
- Or, we have sent you a Deadlock Letter because we have been unable to agree on a resolution.

What is a Deadlock letter?

If you have raised a complaint with us through our complaints procedure and you remain dissatisfied with our resolution after we've carried out a full and final review, we will confirm our final position to you in writing.

This written confirmation is known as a Deadlock Letter. You can provide this letter to the Communications Ombudsman if you would like them to independently review your complaint.

Where we issue a Deadlock Letter because you are not satisfied with the resolution offered, you do not need to wait for the full six (6) week period before contacting the Communications Ombudsman. Once you receive a Deadlock Letter, you may refer your complaint to the Ombudsman within 12 months of receiving your Deadlock Letter.

If we're still working on a solution, reasonably expect to resolve your complaint, or identify that your complaint falls outside the Ombudsman's responsibilities, we won't issue a Deadlock Letter.

How to contact Communications Ombudsman

You can contact the Communications Ombudsman using any of the following methods:

Online: www.commsombudsman.org/contact-us

Email: enquiry@commsombudsman.org

Phone: 0330 440 1614 (Monday to Friday, 8am to 8pm)

Post: Communications Ombudsman, P.O. Box 730, Warrington, WA4 6WU

If you require a copy of our Complaints Code of Practice in printed form or in an accessible format, please contact our Customer Services team. A full range of available contact methods can be found at www.idmobile.co.uk/contactus