



Complaints Procedure

How to make a complaint:

If you're unhappy with an iD product or service and want to make a complaint, please don't hesitate to let us know, and we will do everything we can to put things right.

Contact us via one of the below methods, and our team will work to resolve your complaint as quickly as possible.

- **Online**

The quickest way to let us know you're not happy is to raise your complaint with us online.

Click on the 'Raise a complaint online' button on our [complaints procedure](#) page at www.idmobile.co.uk/complain and fill out a simple form. You'll then be asked to give us a few more details just so we can make sure we're speaking to the right person, and then we will ask you for information about your complaint. We will always aim to resolve it with you straight away.

You can have a full record of your conversation emailed to you at the end, which includes the time, date and the name of the person you spoke to.

If we need to spend a lot of time investigating your complaint, our complaints team will contact you back to reach a resolution with you.

- **By post**

Raising your complaint online is the quickest way to raise your complaint in writing, but you can also post your complaint to the following address:

iD Mobile Ltd, PO Box 686, Salford M5 0PA

Please include your full name, your billing address with postcode, your iD Mobile number, and you'll also need to include the name of the bank you have your iD Direct Debit with (or your date of birth or the email address you have registered with iD.) This is just to help us locate your account and ensure we're speaking to the right person.

We will aim to post a response to your complaint with a resolution within 7 days. Please allow time for postage. If it will take longer than 7 days to resolve, we will still contact you within that time to keep you informed of progress. This may be by call so that we can get things sorted quickly for you, but do let us know if you'd prefer us not to call you.



Code of Practice

What to expect when you make a complaint

- **By raising your complaint with us online**

When you make a complaint, we will log the details of your complaint under a unique reference.

We will ask you for as much information as possible, and we will aim to resolve your complaint straight away.

If your complaint is complex, or will take some additional time to investigate, we will confirm your preferred contact number, and will contact you back with a resolution.

Most complaints which cannot be resolved within the initial conversation, can be resolved within 7 days.

If we think it will take longer, we will keep you informed of the progress. In all cases, we will endeavour to make contact with you within 7 days.

We may contact you by phone and by SMS.

- **By Post**

If you contact us by post, we will log your complaint under a unique reference, and we will investigate your complaint.

In most cases we will be able post a letter to you with a resolution within 7 days of receiving your letter (please allow time for postage).

It's important that you include all the details we've asked for within your letter so that we can get working on your complaint right away, without the need to contact you for more information. For details on what information to provide, please refer to our [complaints procedure](#) section above.

If it will take more than 7 days to resolve, we will still endeavour to inform you of our progress within that time.

We may call you so we can get things sorted quickly for you, but if you prefer us not to call you, please let us know in your letter.



Complaints Procedure and Complaints Code of Practice

If you are not happy with our resolution

We will always try to reach an agreement with you that you are satisfied with, however if you have made a complaint using our [complaints procedure](#) and have been given a resolution you are not satisfied with, you can ask us to review your complaint again. This may include escalating to a manager where necessary, or upon your request.

Your complaint will be given a full and final review, taking into consideration all information you've given us and our handling of your complaint, and we will confirm a resolution.

If you remain unhappy after we've reviewed your complaint, we will put our final resolution in writing to you. This is known as a Deadlock letter.

You may wish to contact our Ombudsman with this information if you would like them to review your complaint.

Alternative Dispute Resolution

Ombudsman Services: Communications provide an independent, free of charge service. They consider information provided by both you and us and try to help resolve complaints. If you contact them, they will first assess whether your complaint is within their remit to investigate.

When will the Ombudsman look into my complaint?

You can choose to contact the Ombudsman with your complaint if:

- You have made a complaint to us, and we have not resolved it for you within 8 weeks of your initial complaint.
- Or, we have sent you a deadlock letter because we have not been able to agree on a resolution.

What is a Deadlock letter?

If you have raised a complaint with us using our [complaints procedure](#) and you remain unsatisfied with our resolution after we've conducted a full and final review of your complaint, we will send you details of our final resolution in writing. This is known as a deadlock letter, and you should provide this to the Ombudsman if you would like them to look into your complaint for you. In this case, you do not need to wait 8 weeks before raising your complaint with the ombudsman – If you have told us you are not satisfied with the resolution offered and we have sent you a deadlock letter, you can raise your complaint with the Ombudsman at any time.

If we're still working on a solution, expect to resolve your complaint, or recognise that your complaint falls outside the Ombudsman's responsibilities, we won't send a deadlock letter.



Complaints Procedure and Complaints Code of Practice

How to contact Ombudsman Services: Communication

You can contact the ombudsman in the following ways:

Phone: 0330 440 1614

Post:

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

Website: www.ombudsman-services.org/communications.html

Alternatively you can submit complaints about a product or service bought online via the EU online dispute resolution website, which can be found at <http://ec.europa.eu/>