



Customer Complaints Code

Making a complaint

Our customers are the most important part of Superdrug Mobile. We aim to give you a great service and we want you to enjoy being part of the Superdrug family. If we've done something you're unhappy about, we'd love the opportunity to do something positive about it.

Our complaints process allows you to tell us what's gone wrong so we can put it right and provide better service in the future. You can contact our Customer Team by using any of the methods detailed here

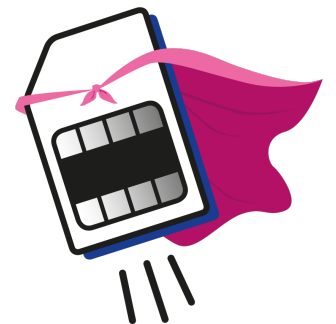
<https://help.superdrugmobile.com/en/articles/1778310-how-do-i-contact-superdrug-mobile>

We aim to resolve your complaint as soon as possible and will keep you updated on when and how we propose to resolve it. We do our best to resolve all complaints within 14 days.

The complaints process

We've made every effort to make the complaints process as easy as possible. Here are a few things to keep in mind:

- If you raise your complaint using the online form (available at superdrugmobile.com/complaints), you'll receive an instant automatic reply with a complaint reference number so it's easy to track.
- We'll do everything we can to resolve your complaint. If we haven't been able to resolve it, you can ask the Ombudsman* to look at it for free. If we are unable to reach agreement within 8 weeks we will provide details of how to contact the Ombudsman.



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***The Ombudsman is an independent organisation dedicated to sorting out disputes between customers and providers. Superdrug Mobile will be bound by its decision if a case is opened.**

The Ombudsman only considers complaints which are over 8 weeks old, or if there is a deadlock situation. A deadlock arises when we believe we've done everything we can to resolve your complaint, and we haven't been able to reach an agreement with you.

You can request a deadlock letter from the advisor dealing with your complaint. Please be aware that, if we are working on a solution, expect to resolve the complaint, or recognise that your complaint fails outside the Ombudsman's responsibilities, we will not send a deadlock letter.

On occasions we receive malicious complaints, which neither the Ombudsman nor Superdrug Mobile will respond to. Ombudsman contact details:

Email: osenquiries@os-communications.org

Fax: 0330 440 1615

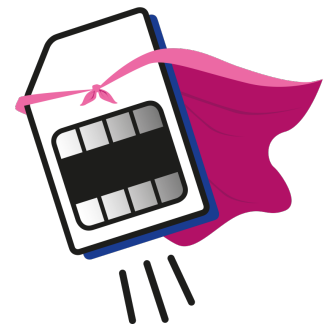
Phone: 0330 440 1614

Textphone: 0330 440 1600

Web: <https://www.ombudsman-services.org/>

**Ombudsman Services:
Communications
PO Box 730
Warrington
WA4 6WU**

If your complaint is about a purchase you made online and we've been unable to resolve your concerns through our complaints process, you can submit your complaint through the European Commission's



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online dispute resolution platform, instead of contacting the Ombudsman directly. You can find the platform and more information on how it works here: <http://ec.europa.eu/consumers/odr/>.

The platform simply facilitates the investigation and resolution of your complaint through the Ombudsman so, if you're unhappy, you may find it easier to contact the Ombudsman directly. Remember, you can only use the platform if your complaint comes from an online transaction. If you made your purchase over the phone or in store, you need to contact the Ombudsman using the contact details above.

