

# Vodafone UK Customer Complaints Code

At Vodafone, we are committed to you - our customer. Every day, in every way, we strive to make your connected life simpler and easier. So if you ever feel we've fallen short of this, please let us know. We'd love to work with you to put things right and we'll always try to use your feedback to improve things for other customers as well.

Most complaints can be easily resolved through our [complaints page](#). But if your complaint has taken more than eight weeks to resolve, or you're looking for an alternative way to make your complaint, the following options are available:

## Call us

Calling us is the fastest way to resolve your complaint, and our team is here to help. You can call us seven days a week on **03333 041 524** (standard call charges apply).

When you call us we will:

- Do everything we can to resolve your complaint on the call, including escalating your complaint for investigation by a manager where needed
- Should the complaint require further attention, it will be passed to our complaints team, who will make contact with you within 48 hours
- If your complaint remains open for over eight weeks, or we reach a deadlock, you can take it to our Alternative Dispute Resolution Provider.

## Email us

You can also email us through our [secure online form](#)

- When we've received your form, we'll aim to get back to you within 48 hours
- We'll contact you by email or we may call you if we need to speak to you
- If we need to call you, we'll send you a text to let you know when we'll call

## Write to us

If you'd prefer to write to us, please include relevant details in your letter such as the issue you've had, the steps you'd like us to take, and your contact details.

We'll let you know when we've received your letter, and before we begin to investigate.

- Once we've received your complaint we'll aim to resolve it within five working days. Where further information is required we'll let you know
- If the issue is complex and we think our investigation will take longer than five working days, we'll keep you informed of progress.

Please address any letters to:

Customer Relations Manager, Vodafone Limited, The Connection, Newbury, Berkshire, RG14 2FN

## Alternative Dispute Resolution (ADR)

If, after contacting us, we have not resolved your complaint within 8 weeks, we will send you an Alternative Dispute Resolution (ADR) letter, either by post or email.

We'll send you an ADR letter before eight weeks if:

- We've told you the outcome of our investigation, and;
- You aren't satisfied the outcome resolves your complaint, and you've made us aware of this, and;
- We don't intend to take any further steps to resolve the complaint or propose a different outcome.

### Take your complaint to CISAS

Once you've received your ADR letter, you can take your complaint to the Communication and Internet Services Adjudication Scheme (CISAS) – our ADR provider.

CISAS is an independent dispute resolution scheme, approved by Ofcom which is free of charge. Please ensure that you read through CISAS's guidelines to ensure your complaint satisfies the conditions for referral.

#### How to contact CISAS

- [Online](#)
- **Phone:** 0207 5203 814 – standard rates apply
- **Write to them:** CISAS, Communications & Internet Services Adjudication Scheme, 70 Fleet Street, London, EC4Y 1EU

### Take your complaint to the Financial Ombudsman Service

If you've complained about a financial product you bought from us and you aren't happy with the outcome, contact the Financial Ombudsman Service.

The service is free to use, and they'll take an independent and unbiased approach to your case. There's an [online leaflet](#) you can read with more information on what the Financial Ombudsman can help with.

#### How to contact the Financial Ombudsman Service

- **Phone:** 0300 1239 123 – standard rates apply
- **Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- **Write to them:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR

# Online Dispute Resolution

If you're not happy with a product or service you bought online, you can submit your complaint through the EU online dispute resolution website.

It can be used for cross-border and domestic issues, although you can contact Vodafone's Alternative Dispute Resolution Provider directly for domestic disputes.

Find out more about the [Online Dispute Resolution Process here](#)

If you need any of these documents in a different format such as large print or Braille, contact us from [support.vodafone.co.uk](mailto:support.vodafone.co.uk) or call **03333 043222** from a landline (standard call charges apply)