



# Complaints Code of Practice



**We're always working hard to make sure your experience with EE is as good as possible. But if something has fallen below the standards you expect, we have a complaints procedure to help deal with the issue quickly and simply.**

## Complaints Code of Practice

### Introduction

EE, the UK's most advanced digital communications company, is the first in Britain to offer superfast 4G mobile services alongside fibre broadband. We run the EE, Orange and T-Mobile brands, delivering our 27 million customers with the best network and best service so they trust us with their digital lives.

EE provides a range of services, including services for customers with disabilities, please visit our website [www.ee.co.uk](http://www.ee.co.uk) for more information.

EE is required by Ofcom to publish a code of practice containing details and information on how we work to solve customer complaints and disputes, and the options available to you if we can't do that within 8 weeks. This code applies to you if you're an EE, Orange or T-Mobile home broadband, mobile, residential or small business customer. This code is available at [www.ee.co.uk/codeofpractice](http://www.ee.co.uk/codeofpractice) or you can get a copy by calling us.

### Terms and Conditions

When you first enter into agreement with us you'll receive a set of terms and conditions which means that we're agreeing to provide you with telephone, home broadband, billing and customer services. A copy of the terms and conditions that apply to you can be downloaded from our website or by contacting us. Please be aware that an administration charge may be applied.

### Complaint handling and alternative dispute resolution procedures

We hope that you'll never have reason to complain about any aspect of our services. However, if there is something that you're not happy with you should contact customer services first. We'll try and solve your issue quickly where we can, but there may be times when it may take a while to sort out. If after contacting us you are not happy about the way we dealt with your issue you can ask for it to be escalated to a Team Leader or Manager. If your issue is still unresolved, you should follow the procedure below.

### EE, Orange & T-Mobile complaints procedure

#### Step 1 – Contact Customer Services

If you need to contact us you can do so between 8am - 10pm Monday to Friday and 8am - 8pm Saturday and Sunday in the following ways:

By phone

	EE	Orange		T-Mobile
<b>For mobile &amp; small business home broadband customers</b>		Pay monthly	Pay as you go	
From your mobile phone	150	150	450	150
From a UK landline	07953 966250	07973 100150	07973 100450	0845 412 5000
If you're abroad	+44 7953 966250	+44 7973 100150	+44 7973 100450	+44 7953 966150
If your phone is lost or stolen	07953 966250	07973 100150	07973 100450	0845 4125000
<b>For home broadband customers</b>				
From any phone	**0844 8738586	-	-	-
From a mobile phone on our network	150	-	-	-
<b>Customers with disabilities using</b>				
From any phone	0870 240 9598			

\*\* Calls from a BT landline cost 5.1p a minute. The cost of calling from mobile phones and other networks may vary. Calls from an EE home phone are free when you pay line rental to EE. Calls may be monitored and recorded for training purposes.

By email

<b>For home broadband customers</b>	<a href="https://explore.ee.co.uk/broadband/email-us">https://explore.ee.co.uk/broadband/email-us</a>
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## Step 2

If after contacting us by phone you're not happy about the way we dealt with your issue you can ask for it to be escalated to a Team Leader or Manager. If your issue is still unresolved, you should follow the procedure below.

If you're a mobile or small business home broadband customer please write to us at:

Customer Services  
EE  
6 Camberwell Way  
Sunderland  
Tyne and Wear  
SR3 3XN

If you're a Home Broadband customer please write to us at:

Customer Care  
PO Box 486  
Rotherham  
S63 5ZX

Don't forget to include:

- Your full name
- Your full postal address
- Your account number and/or mobile telephone number - and if you're a home broadband customer your landline telephone number
- Please specify which brand you are on EE (mobile or home broadband), Orange or T-Mobile
- Details of your complaint
- Your resolution requirements
- An alternative daytime contact telephone number

### **Step 3**

#### Stage 1

The Customer Relations Team will be working towards contacting you within a week of receiving your complaint. If we can't get hold of you by phone we'll email you if you have provided us with your email address, or we'll write to you.

You can also get independent advice from the Citizens Advice Bureau, Consumer Advice Centre and Trading Standards. Whilst we're happy to work together with the above independent organisations, if you decide you need their help to resolve your complaint, we would always want you to come to us first, as most problems can be resolved quickly this way. For broadband customers, after asking us to refer your complaint to someone with more independence, you may also find it useful to speak to the Internet Service Providers Association (ISPA) at [www.ispa.org.uk](http://www.ispa.org.uk).

#### Stage 2 - Escalate the complaint

If you are not satisfied with our response, you can ask for us to reconsider the issue. You have the option to discuss the issue with a Customer Service Team Leader and if still unresolved an Operations Manager.

### Stage 3 – Contact CISAS

If after contacting us we have not resolved your complaint within 8 weeks, you may make a complaint through CISAS free of charge, which is an independent dispute resolution scheme, approved by Ofcom. Please ensure that you read the CISAS guidelines on their website [www.cisas.org.uk](http://www.cisas.org.uk) to ensure that your complaint satisfies CISAS's conditions for referral.

When your complaint goes through the scheme, an independent adjudicator will review your complaint and make a decision decides how to settle it.

Details of the service are available by contacting us or CISAS directly:

CISAS  
International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU

Tel: 020 7520 3814 or 020 7520 3827

Fax: 020 7520 3829

Text phone: 020 7520 3767

E-mail: [info@cisas.org.uk](mailto:info@cisas.org.uk)

website: [www.cisas.org.uk](http://www.cisas.org.uk)