

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 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 ee.co.uk/help/safety-and-security/my-digital-life/complaints-code-of-practice 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.

EE, Orange & T-Mobile complaints procedure

Step 1 – Contact Customer Services

If you need to contact us you can do so by phone, email or letter.

You can call us between 8am to 10pm Monday to Friday and 8am to 8pm Saturday and Sunday. Charges may apply when calling from your EE/Orange/T-Mobile phone, check your price plan or non-standard price guides to find out at ee.co.uk/help/add-ons-benefits-and-plans/price-and-plans-and-costs Please remember that calls may be monitored and recorded for training purposes. Please remember that calls may be monitored and recorded for training purposes.

By phone	EE	Orange		T-Mobile
For mobile customers				
		Pay monthly	Pay as you go	
From your EE/Orange or T-Mobile mobile phone	150	150	450	150
From a UK landline	07953 966 250	07973 100 150	07973 100 450	0845 412 5000 or 07953 966 150
If you're abroad	+447953 966 250	+447973 100 150	+447973 100 450	+447953 966 150
If your phone is lost or stolen	07953 966 250	07973 100 150	07973 100 450	0845 412 5000 or 07953 966 250
For landline and home broadband customers				
From your mobile phone	0844 8738 586 or 0800 079 8586			
From an EE or T-Mobile mobile phone	150	-	-	150
Customers with disabilities				
From an EE/Orange or T-Mobile mobile phone	122			
Disability Care – from any phone in the UK	0808 121 1122			
When calling from abroad	+44 808 121 1122			

By email	
For mobile customers	explore.ee.co.uk/forms/we-are-listening
For landline and home broadband customers	explore.ee.co.uk/broadband/email-us

Step 2

If after contacting us by phone or email 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 after speaking to a Team Manager you are still unhappy, you can request to speak to an Operations manager. If you're still unhappy after speaking to an Operations Manager you can request for your complaint to be passed to our Executive department who are the final stage of our escalation process.

If your issue is still unresolved, you should follow the procedure below.

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

EE
6 Camberwell Way
Sunderland
Tyne and Wear
SR3 3XN

If you're a home broadband customer please write to us at:

EE
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, Orange or T-Mobile
- > Details of your complaint
- > Your resolution requirements
- > An alternative daytime contact telephone number

Step 3

Stage 1

The Customer Services Team will be working towards contacting you within 72 hours 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 the organisations mentioned above, you may also find it useful to speak to the Internet Service Providers Association (ISPA) at 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. If your complaint still isn't resolved after speaking to a Team Leader /Manager then you can escalate to an Operations Manager and finally into our Executive department. If your issue is still unresolved, you should follow the procedure below.

Stage 3 – Contact CISAS

If after contacting us we have not resolved your complaint within eight weeks, you may refer your complaint to CISAS, free of charge. CISAS is an independent dispute resolution scheme, approved by Ofcom. Please ensure that you read the CISAS guidelines on their website cisas.org.uk to ensure that your complaint satisfies the conditions for referral.

When your complaint goes through CISAS, an independent adjudicator will review your complaint and make a decision about 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 Website: cisas.org.uk

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