

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 and 5G mobile services alongside fibre broadband. We deliver our millions of customers the best network and best service, so they trust us with their digital lives.

EE provides a range of services, including support services for customers with disabilities, please visit our website <http://ee.co.uk/> for more information.

EE is required 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 eight weeks. This code applies to you if you're an EE home broadband, mobile, residential or small business customer. This code is available at <http://ee.co.uk/regulatory> 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 details how we will provide the services to you. A copy of the terms and conditions that apply to you can be downloaded from our website at <http://ee.co.uk/terms> or by contacting us. Please be aware that call charges may be incurred depending on your talk plan or service provider, and 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 resolve.

We will consider your complaint resolved if we do not hear from you within 28 days of the complaint resolution being agreed. Any complaint made after this time will be considered a new complaint.

If your landline or broadband service has been delivered late, or you've had a total loss of service that has taken more than two working days to fix, or our engineer has missed an appointment we made with you, your account will be credited automatically in accordance with our Automatic Compensation scheme. You can see the details at ee.co.uk/autocomp.

EE complaints procedure

Step 1

There are two ways you can complain, either over the phone or via one of our written communication options including letter, [email webform](#) or direct email.

Over the phone

You can call us free between 8am to 9pm Monday to Friday and 8am to 8pm Saturday and Sunday using the telephone numbers and contact details below. Please remember that calls may be monitored and recorded for training purposes.

For mobile customers	
From your EE mobile phone	150
From a UK landline	0800 079 8586
If you're abroad	+447953966 250
If your phone is lost or stolen	07953 966 250 or 0800 079 8586

For landline and home broadband customers	
From any phone	0800 079 8586
From an EE phone	150

Customers with disabilities	
NGTR or Text Relay	18001 07953 966250
Video Relay Service	http://ee.co.uk/our-company/corporate-responsibility/sharing-connectivity/digital-living/digital-for-all/extra-support

Additional Support for EE customers with disabilities

We are committed to providing you with the best service possible, no matter what your disability is. By filling out our simple Disability Registration Form (see link below), our Customer Service Teams will be able to tailor our services to meet your needs. They'll be aware of your disability when you call and will take your disability into consideration. [Learn more about registering for our tailored services](#)

Letter, email webform or direct email

Over the phone is the quickest way to resolve your complaint however if you prefer you can also raise a complaint by sending a letter, completing our [email webform](#) or emailing us directly. The table below contains the contact information for each option.

Letter
If you're a mobile or small business home broadband customer, write to us at;
EE Customer Services 6 Camberwell Way Sunderland Tyne & Wear SR3 3XN

Email webform
If you're a mobile or small business home broadband customer, write to us at;
Email webform

Direct email
customerrelations@ee.co.uk

If you email us directly, 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
- Details of your complaint
- Your resolution requirements
- An alternative daytime contact telephone number

The Customer Services Team will be working towards contacting you as soon as possible after 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.

Note: If you complete the [email webform](#) or send a letter or email, please **do not submit sensitive or personal information** such as account security answers or payment information. If you need to update your account details, including payment information, please visit <http://ee.co.uk/ee-and-me> or call Customer Services. Call charges are free from your EE mobile phone, however charges from another mobile network or landline may vary. If you've set up a Customer Services password, remember EE will never ask you to reveal it in full.

Step 2

Stage 1

You can 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 www.ispa.org.uk.

Stage 2 – Ombudsman Review

If after contacting us we have not resolved your complaint within eight weeks or you are unhappy with our response, you may refer your complaint, free of charge, for independent review by an Ombudsman.

EE works with two different ombudsman service providers, depending on the nature of your complaint.

Complaints regarding your EE airtime and/or network services

Ombudsman Services is an independent dispute resolution scheme, approved by Ofcom. Please ensure that you read Ombudsman Services guidelines to ensure that your complaint satisfies the conditions for referral. If your complaint satisfies these conditions, then you must contact Ombudsman Services within six years of first complaining to us. In a case of deadlock where we are unable to reach an agreed resolution to your complaint, then you must contact Ombudsman Services within 12 months of deadlock being issued.

When your complaint goes through Ombudsman Services, an independent assessor will review your complaint and decide about how to settle it.

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

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

Tel: 0330 440 1614

Website: <https://www.ombudsman-services.org/complain-now>

If you require a copy of this document in alternative format such as large print, braille or audio, please contact our Customer Services team.

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