

## O2 Customer Complaints Code

### Here to help

At O2 we're here for you whenever you need us, so that you can stay connected to the people that matter most.

O2 is required to publish our Customer Complaints Code, which is here to explain how we'll help if things go wrong. If you'd like a copy of this code sent to you, please let us know. If you require a copy of this document in an alternative format, such as large print, braille or audio, we will provide this for you free of charge. You can request this by visiting our support pages or you can call us.

### Contact us

You may find the quickest way to get the answers you need is online at [www.O2.co.uk](http://www.O2.co.uk). Our support pages include help on finding out more about your network, how to get up and running with your device, including O2 Gurus and our O2 Community can be found at [www.O2.co.uk/help](http://www.O2.co.uk/help).

Consumer customers		
From your mobile	202	Free
From a landline	0344 809 0202	Standard UK rate
From abroad	(+)44 7860 980 202	Free from your O2 mobile

Pay and Go customers		
From your mobile	4445	Free
From a landline	0344 809 0222	Standard UK rate
From abroad	(+)44 7860 980 202	Free from your O2 mobile

Business customers		
From your mobile	8002	Free
From a landline	0800 977 7337	Free
From abroad	(+)44 7860 980 202	Free from your O2 mobile



For customers with disabilities, please be aware that we have alternative ways you can contact us, such as SignVideo and Text Relay. Please visit our [Access for All](#) page to find out more.

### Complaint handling process

We hope that you won't need to contact us to make a complaint but understand that sometimes things don't go quite right and you might need some extra help to solve an issue.

We'll do our best to resolve your complaint as soon as you get in touch with us and most complaints can be resolved quickly and easily by contacting one of our Customer Service advisors or their manager. More complex complaints may take us a little longer.

If you've spoken with a manager and your complaint is not resolved, you can escalate this to our dedicated team of complaint specialists. Our Complaint Review Service will carry out an impartial review of your complaint within five working days and will always try to call you to ensure we've understood your issues better, unless stated otherwise. Our call will show as 0800 840 0202, so you know it's us.

We promise that our Complaint Review Service will always treat you fairly and with respect, will update you with any progress, and will clearly explain what has happened and aim to resolve your complaint on the call.

Alternatively, you can contact our Complaint Review Service directly by email or post.

Complaint Review Service	
Email	<a href="mailto:complaintreviewservice@o2.com">complaintreviewservice@o2.com</a>
Postal address	O2 Complaint Review Service PO BOX 694 Winchester SO23 5AP

Make sure you include your contact details and what you'd like us to do to resolve your complaint. We'll send you an acknowledgement of your complaint straight away and get the investigation started.

If we're unable to speak with you about your complaint, we'll write to you with the outcome of our investigation and what we're going to do to put things right. We'll keep your complaint open for 28 days, so if you think there's something we've missed, you can contact us again.

### What happens next?

If you're not happy after we've responded to your complaint, or if your complaint isn't resolved after eight weeks, you may wish to refer your complaint to an Ombudsman. The Ombudsman is a free service, which will independently review your complaint. They investigate complaints fairly by listening to both sides of the story and looking at the facts. Their decision is binding on O2, but not on you as a customer.

O2 work with two Ombudsman service providers, depending on what your complaint is about. When you speak with the Complaint Review Service, we'll make sure that if you remain unhappy you're provided with a 'Deadlock' letter, which will detail our final position and advise you which Ombudsman you should contact.

### Ombudsman Services – Communications

The Communication Ombudsman Services is an Alternative Dispute Resolution scheme, approved by Ofcom. The Ombudsman will review your complaint if it hasn't been resolved after eight weeks, or if you can provide a 'deadlock' letter, which we will send you if we're unable to resolve your complaint. You have up to 12 months to contact the Ombudsman after receiving this letter.

You can contact the Ombudsman on:

Ombudsman Services: Communications	
Contact number	0330 440 1614
Postal address	Ombudsman Services: Communications PO BOX 730 Warrington WA4 6WU
Website	<a href="http://www.ombudsman-services.org">www.ombudsman-services.org</a>

### Ombudsman Services – Financial

If your complaint is about your consumer Refresh Device Plan or Business Essentials agreement, you will need to contact the Financial Ombudsman Service. The Financial Ombudsman Service is an independent Alternative Dispute Resolution scheme who will review your complaint if it hasn't been resolved after eight weeks, or if you can provide a 'deadlock' letter. You have up to 6 months to contact the Financial Ombudsman Service after receiving this letter.

Financial Ombudsman Services	
Contact number	0300 1239 123
Postal address	Financial Ombudsman Services Exchange Tower London E14 9SR
Website	<a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a>
Email	<a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a>

A consumer leaflet with more information on what the Financial Ombudsman can help with can be found at [www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm](http://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm).