

## About Ombudsman Services: Communications



We are approved by Ofcom, the UK communications regulator, to resolve consumer complaints about communications providers and their customers, under the terms of the Communications Act, 2003.

We're entirely independent, so we don't take sides and we make our decisions based on the facts available to us.

### Who can use our service?

If a provider participates in our scheme, we can help resolve the complaints of its domestic and small business consumers.

A small business consumer is defined as a person or entity with 10 or fewer employees.

### When can we become involved?

Before contacting us, you need to give the provider a reasonable opportunity to resolve the complaint. A company will usually give information on its website about how to complain or will provide consumers with a written copy of its complaints procedure.

We may be able to help you with your complaint if your complaint is eight weeks old and still unresolved. We may be able to help before this if you receive your provider's full and final response.

### What can Ombudsman Services handle?

The types of complaints we can deal with are about:

- Mobile phones (contracts and prepaid).
- Mobile broadband (including dongles).
- Landline telephones.
- Broadband internet and Pay TV.

### What can't Ombudsman Services deal with?

We can't deal with complaints about:

- The location of telegraph poles/mobile phone masts.
- Cable and wiring inside a consumer's property.
- The creative content and messaging of websites, advertisements, calls, email, SMS or messages.
- Employment and staff issues in communications companies.
- Decisions made by providers about whether to provide a product or service.



Do not send correspondence or raise a complaint via the registered address below. Please visit [www.Ombudsman-Services.org](http://www.Ombudsman-Services.org)

# 41,751

That's how many complaints we **resolved** about communications providers in 2017.

\*Source: Ombudsman Services management information. January 2017 – December 2017

## Complaint outcomes

Our role is to resolve the complaint appropriately for you and the provider. We're not here to punish providers when things go wrong. Our decisions are binding on the provider and are enforceable in court.

Some things we can require a provider to give to you:

- An apology.
- An explanation of what went wrong.
- Practical action to put the issue right.
- A financial award.
- We may also make recommendations to the provider so that it can avoid similar problems happening again.

If you accept our decision, it becomes final and the provider has 28 days to put any remedies in place. If you reject the decision, you lose the right to the remedies, but you're free to take the complaint elsewhere, such as the courts.

## Contact us

The quickest and most accessible way to raise a complaint is by visiting our website

[www.Ombudsman-Services.org/complain-now](http://www.Ombudsman-Services.org/complain-now)

You can also contact us by telephone:

0330 440 1614\*

\*03 numbers, introduced by Ofcom, are an alternative to chargeable 08 numbers such as 0845. Calls to 03 numbers cost the same as, or less than, calls to 01 and 02 prefixed numbers and are included as part of any inclusive minutes or discount package.

These rules apply to calls from any type of line including mobile, fixed line or payphone.

## Phone lines open

Monday to Friday – 8am til 8pm.

Saturday – 9am til 1 pm.

Closed Sundays and Bank Holidays.



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