



O2 Customer Complaints Code

Here to help

We want to give you the best service. Our Customer Complaints Code is here to explain how we'll help when things go wrong.

Our service teams are in the best position to deal with your complaint and should be the first people you contact. You can contact them by web chat or phone. (See <https://www.o2.co.uk/contactus> for the right numbers to get in touch).

We'll do our best to resolve your complaint as soon as you get in touch. If you're not satisfied with what we're doing to put things right, ask for a manager. We aim to resolve most complaints by this stage but more complex complaints may take longer. If you're unhappy with the progress of your complaint you may wish to contact our Complaint Review Service.

Complaint Review Service

If you've spoken to a manager and you're not satisfied with how we've handled your complaint, the Complaint Review Service can help – they'll carry out an impartial review of your complaint.

We'll help you escalate your complaint or you can contact our Complaint Review Service directly by email or post.

O2 Complaints Review Service
PO BOX 694
Winchester
SO23 5AP

complaintreviewservice@o2.com

Make sure you include your contact details and what you'd like us to do to resolve your complaint.

What to expect

We'll send you an acknowledgement of your complaint straight away and get the investigation started. We'll try to give you a call on the phone, so let us know when it is best to call you. Our call will show as 0800 840 0202, so you know it's us.

Once we've reviewed your complaint, we'll let you know the outcome within five working days. If it's going to take longer, we'll let you know and keep you informed of our progress. If we write to you with the outcome, you have 28 days to get back to us or we'll assume the matter is resolved and close your complaint. If your complaint is about a financial product (like your device plan), we'll always write to you with the outcome.

Alternative Dispute Resolution

If you're not happy after we've responded to your complaint, or if it takes us more than eight weeks to resolve your complaint, you may wish to seek Alternative Dispute Resolution by contacting the Ombudsman.

The Ombudsman for financial products (like your device plan), is the Financial Ombudsman Service. For everything else Ombudsman Services: Communications can help.

You're not charged for using these services. They investigate complaints fairly by listening to both sides of the story and looking at the facts. If you'd like to know more about the way they work and what they can help with, there's more information on their websites.

You can call Ombudsman Services: Communications on 0330 440 1614 or write to them at:

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

Or contact them through the website at www.ombudsman-services.org/sectors/communications.

You can call the Financial Ombudsman Service on 0300 123 9 123 or email at:
complaint.info@financial-ombudsman.org.uk

Or write to:
Financial Ombudsman Service
Exchange Tower
London
E14 9SR

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.

If you would like a copy of our Customer Complaints Code in an alternative format such as Braille, large print or audio we can request this for you free of charge. You can request this by visiting our support pages or you can call us.