

CUSTOMER COMPLAINTS CODE

1 INTRODUCTION

- 1.1 This is our Customer Complaints Code and it was last updated on 1 January 2017.
- 1.2 At Carefree, we take complaints very seriously. We'll try to resolve anything you're unhappy with as quickly and effectively as we can. Your complaints give us a chance to put things right and help us improve our service to all our customers.

2 HOW YOU CAN MAKE A COMPLAINT

- 2.1 Our customer service advisors are trained to deal with customer complaints and should be the first people you contact. They will always attempt to resolve your complaint as quickly as possible. You can contact an advisor using any of the following methods:

(a) By phone

This is the best way for you to complain as it's the quickest way to get through to us. Depending on the nature about your complaint, please call one of the numbers listed below:

08000 420 150

or

08445 766 192

Call charges from other providers will vary and calls from mobiles will cost substantially more. Lines are open 8am - 8pm (Monday to Friday), 9am - 6pm (Saturdays) and 10am - 5pm (Sundays and bank holidays).

(b) To one of our live chat agents

If you'd like to complain to one of our live chat agents, please visit our [Contact Us](#) page, where we'll give you the option of chatting online to one of our specially trained live chat agents or sending an email.

(c) By post

If you'd like to write to us, please address your letter to:

**Carefree Communications Ltd
Customer Support Department
Floor 3 Cornwallis House
Pudding Lane
Maidstone
Kent
ME14 1NY**

In your letter, please include the following information as it will help us investigate your complaint more effectively:

- (i) your name;
- (ii) the date the problem occurred;
- (iii) your Carefree home telephone number;
- (iv) the names of any customer service advisors or managers you may

have dealt with;

- (v) a description of your complaint; and
 - (vi) any one of the following:
 - (A) the 3rd and 6th characters of your Carefree account password;
 - (B) the answer to your personal security question;
 - (C) the last 4 digits of the bank account or card number you use to pay your Carefree bill; or
 - (D) your Carefree account number.
- (d) By email

You can complain by email by contacting us at customersupport@carefreecomms.co.uk Depending on the nature of your complaint, we may need you to call us for us to better understand and resolve your issue. Please include the information noted in paragraph 2.1(c) above.

3 IF YOU NEED SPECIFIC HELP

3.1 We're committed to helping all customers contact us easily. If you can't send a complaint to us yourself, you can nominate someone to do it for you. If you've set up a third party the named person can make the complaint on your behalf. If not, you can ask someone else to make the complaint for you. However, when they contact us, we will first need you to verify that you are happy with this.

3.2 If you require a copy of our Customer Complaints Code in an alternative format, we can also supply it in braille, large print and on audio CD. To request a copy in one of these formats, please call **08000 420 150** (free from a Carefree landline).

4 HOW WE'LL INVESTIGATE YOUR COMPLAINT

4.1 If you contact us by:

- (a) phone or live chat, we'll find out more about your complaint, review any details we hold about you on our systems and try our best to resolve your issue whilst you're chatting to our advisor. Depending on the nature of your complaint, our advisor may need to transfer you to a specialist advisor to deal with your complaint. If our advisor is unable to resolve your complaint whilst you're chatting, we'll explain why, tell you how long we think it'll take to fully resolve your complaint and explain how we'll keep you updated; or
- (b) email or letter, we'll review your complaint in full considering any details we hold about you in our systems. Your complaint will then be passed to the most suitable department who will try to resolve your complaint. We'll normally respond by phone, unless this isn't possible, in which case we'll write to you.

4.2 We'll do all we can to resolve your complaint as fast as possible and will ensure that any service affecting issues are treated as priorities.

4.3 We aim to respond to complaints within 10 working days; however, this may not always be possible depending on the nature of your complaint. We'll let you know if this is the case.

5 IF YOU'RE STILL NOT SATISFIED

5.1 If you're not satisfied with our initial response to your complaint, please ask to speak to a manager. If a manager is not available immediately, they will try to contact you within 2 working days.

5.2 If you are still not satisfied after speaking to a manager, you may ask the manager to escalate your complaint to our CEO's Office. Please give the manager the opportunity to resolve your complaint first before contacting the CEO's Office. You can also send your complaint directly by post to the following address:

**Carefree Communications Ltd
Head of Complaints CEO's Office
Floor 3 Cornwallis House
Pudding Lane
Maidstone
Kent
ME14 1NY**

5.3 The CEO's Office try to respond to every complaint received within 5 working days of receipt. You will be assigned a dedicated person who will own your complaint and keep you fully updated.

5.4 If you're still not satisfied after speaking with the CEO's Office, you can either: (a) ask the telecommunications ombudsman, **Ombudsman Service: Communications**, to independently review your complaint. Please note, the ombudsman will not accept cases that are less than 8 weeks old unless you have received a deadlock letter from the CEO's Office, which means there is nothing further we can do to resolve your complaint. You can contact the ombudsman using these details:

Web: www.ombudsman-services.org/communications.html

Post: **Ombudsman Services
Communications
PO Box 730
Warrington
WA4 6WU**

Phone: **0330 440 1614**

Text phone: **0330 440 1600**

Fax: **0330 440 1615**

Email: enquiries@os-communications.org

(b) submit your complaint to the European Commission's Online Dispute Resolution Platform at the following address: <http://ec.europa.eu/consumers/odr/>. This website sets out further details about the ODR platform and how it works.