

# Complaints Code of Practice

Life's for Sharing



## **Introduction**

Everything Everywhere Limited is the name of the company that runs the Orange and T-Mobile brands in the UK. It has a customer base of 30 million people which is over half of the UK adult population. It is owned as a Joint Venture by Deutsche Telekom and France Telecom (50:50 ownership).

T-Mobile provides a range of services, including additional services for customers with disabilities, please visit our website for more information.

We're required by Ofcom to publish a code of practice containing information on how we deal with complaints and disputes and the options available to you if we can't resolve your complaint within 8 weeks of you first contacting us about it.

This code applies to you if you're a residential or small business customer and it's available on our website under the 'Contact Us' pages at [www.t-mobile.co.uk](http://www.t-mobile.co.uk).

## **Terms and Conditions**

Whether you're a T-Mobile pay monthly customer or a pay as you go customer you'll receive a set of terms and conditions when you enter into an agreement with us. This means that we're agreeing to provide you with telephone, billing and customer services. You can ask us for a copy of the terms and conditions that apply to you by contacting us on 150 or you can download a copy from our website.

## **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 you're not happy with you should contact customer services. We'll try and resolve your complaint quickly where we can, but there may be times when it may take a while to sort out. If after contacting us you feel that your complaint has not been dealt with you can ask for it to be escalated to a Team Leader or Manager. If your complaint is still unresolved, you should follow the procedure below.

### **T-Mobile complaints procedure:**

**Step 1** Write to us at the following address:

#### **The Complaint Investigations Team**

**T-Mobile  
6 Camberwell Way  
Sunderland  
Tyne and Wear  
SR3 3XN**

Alternatively you can complete the on-line web form at [www.t-mobile.co.uk/contactus](http://www.t-mobile.co.uk/contactus)

### **Don't forget to include:**

- A)** Your name
- B)** Your address
- C)** Your T-Mobile account number and/or T-Mobile telephone number
- D)** Details of your complaint
- E)** Your resolution requirements
- F)** A daytime contact telephone number

### **Step 2**

We'll acknowledge receipt of your letter by sending you a text message on day of receipt. If you emailed us you will receive an acknowledgement straight away.

### **Step 3**

The Complaint Investigations Team will try and contact you within a week of receiving your complaint. If we can't get hold of you by phone we'll write to you.

Where we haven't been able to resolve your complaint within 8 weeks from the date you first contacted us about it, you may be entitled to take the complaint to CISAS which is an independent dispute resolution

scheme approved by Ofcom. Please note that CISAS will not consider a complaint until one of the conditions for referral has been met, so do ensure you read the guidelines on their website: [www.cisas.org.uk](http://www.cisas.org.uk).

You can also get independent advice from the Citizens Advice Bureau, Consumer Advice Centre, Trading Standards Departments or other telecoms user organisations recognised by the Secretary of State. 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.

### How to contact us

If you need to contact us you can do so in the following ways:

#### By phone

- From your T-Mobile phone - call 150
- From a UK landline - call **0845 412 5000** (charged at local rates)
- If you're abroad - call **+44 79539 66 150**
- If you've lost your phone or had it stolen - call **0845 412 5000** (charged at local rates)

#### By email

There is a form available on our website under the 'Contact Us' pages at: [www.t-mobile.co.uk/contactus](http://www.t-mobile.co.uk/contactus)

#### By post

##### Customer Services

**T-Mobile  
6 Camberwell Way  
Sunderland  
Tyne and Wear  
SR3 3XN**

#### Customers with disabilities

If you need to contact T-Mobile for whatever reason, you can do so by:

- Voice 122 free from your T-Mobile phone or free on **08081 211 122**
- Textphone free on **08081 219 783**
- Fax on **0845 412 4412** (charged at local rates)
- Text message on **07956 569 838** (free from any T-Mobile phone)
- Completing our contact disability services email message form (<http://www.t-mobile.co.uk/service/contact-us/email/contact-us-dis/>)
- RNID Typetalk™ via BT Relay Assist service on **0870 240 9598** (text) & **0870 240 5152** (voice)

Visit us at: [www.t-mobile.co.uk/disabilities](http://www.t-mobile.co.uk/disabilities)

#### If you are hearing or speech impaired

You can get in touch by textphone which is free on **08081 219 783**. A customer services advisor is available to help you between 8am and 10pm on weekdays, 8am and 8pm at weekends.

You can also fax us on **0845 412 4412**. In addition, you can report that your phone has been lost or stolen by textphone free on **08081 219 783** (between 8am and 10pm weekdays, 8am and 8pm weekends).

For our general code of practice policy please click here:

[http://support.t-mobile.co.uk/resources/sites/TMOBILE/content/live/DOCUMENTS/0/DO158/en\\_GB/Code%20of%20practice.pdf](http://support.t-mobile.co.uk/resources/sites/TMOBILE/content/live/DOCUMENTS/0/DO158/en_GB/Code%20of%20practice.pdf)

