

Complaints Code of Practice



Find out how to make a complaint, and how we can put things right as soon as possible

How we can help

Our commitment to you

At Tesco Mobile, we're dedicated to giving you the highest quality service. While we always do our very best to make sure everything runs smoothly, we know issues can occasionally arise. If they do, we want to hear from you, so we can get things sorted as soon as possible.

Our Complaints Code of Practice sets out how you can get in touch with us and explains the steps we take to deal with complaints related to sales, billing or our general services.

We're here to help

Our Customer Care team are your go-to for any complaints – we're always happy to help. Feel free to reach out to us via web chat, email, phone or letter using the contact details below.

- Email or Web chat: [Making a complaint](#)
 - Phone: 0345 301 4455
- Business customers: 0345 601 2448
- Or 4455 from your Tesco Mobile number
 - Letter: Tesco Mobile, PO Box 710, Darlington, DL1 9JU.

Let's get things sorted

We'll do everything we can to sort out your complaint as soon as you get in touch with us. We're able to fix most issues at this stage, but if yours is more complex, it may take a little longer. We'll keep you updated every step of the way.

If you're not happy with the resolution we've reached on the call, or happy with the way your complaint is being handled, you can ask to speak with a manager.

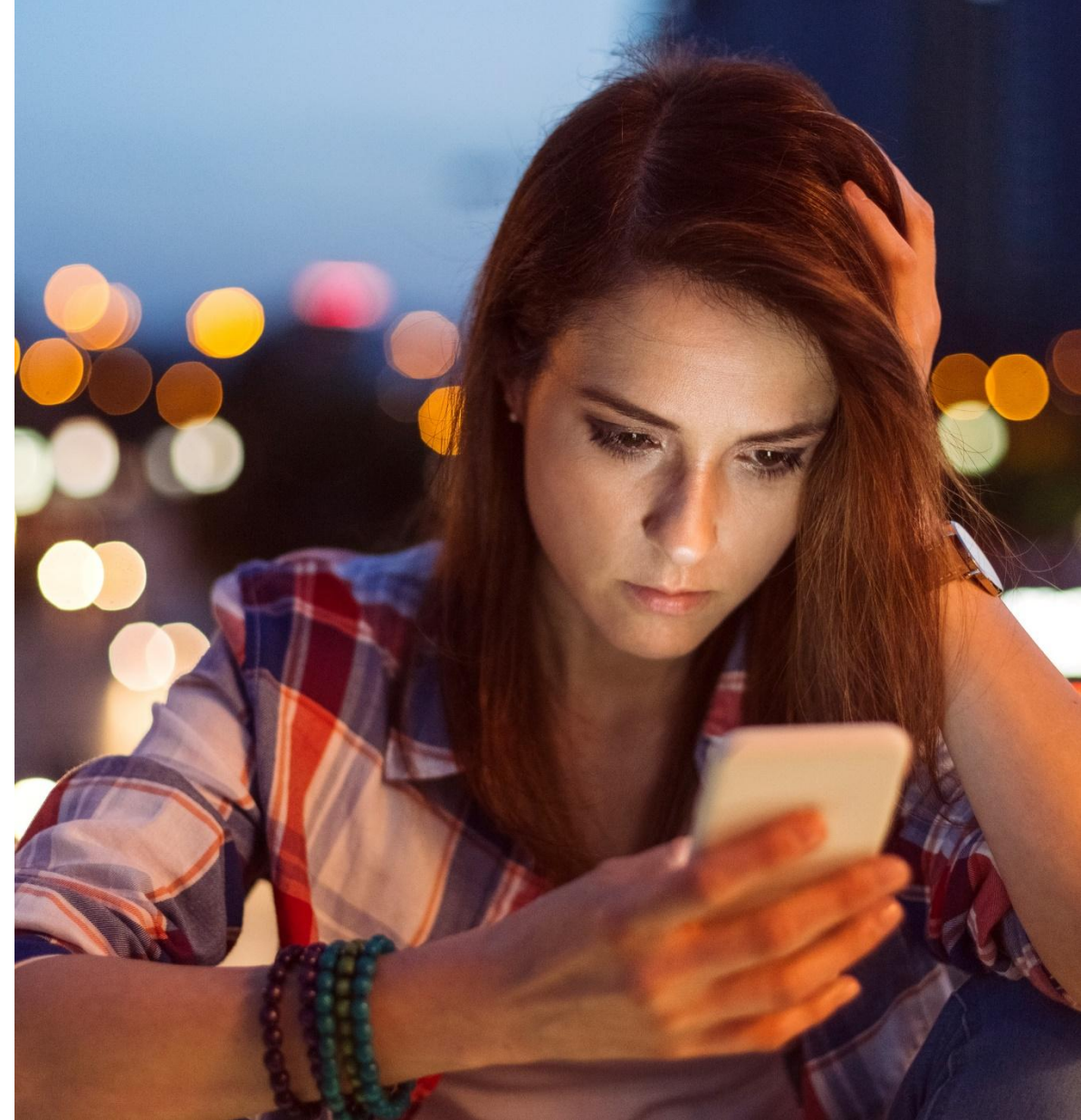
Taking your complaint further

If you've spoken with a manager and still feel your complaint has not been sorted, our Complaints Management team are here to help. We'll review your case fairly.

Our managers can help you take your complaint further, or you can get in touch with our Complaints Management team directly at – [Making a complaint](#)

What to expect

- We'll acknowledge your complaint and look into it straight away
- We'll call you to discuss it – just let us know the best time. Our number will show as 0203 467 6217
- We'll aim to share the outcome within 7 working days, and we'll let you know if it's likely to take longer
- If your complaint is about a financial product – like your phone contract – we'll always send you a written outcome



Still not happy? Here's what you can do

If you're unhappy with the outcome of your complaint, or if we have not been able to fix your issue within 6 weeks, you can take it further through the Alternative Dispute Resolution scheme by contacting an ombudsman.

You can also contact an ombudsman if you've received a 'deadlock letter' in the last 12 months. This letter confirms we've done everything we can but have not been able to fix your issue. You can request one at any time, as long as we've had a chance to fix things first.

Who to contact

- For financial issues (phone contracts, etc): Financial Ombudsman Service
- For any other issues: Communications Ombudsman

These services are free, independent, and will review your complaint fairly.

How to contact

Financial Ombudsman Service

- Website: www.financial-ombudsman.org.uk/contact-us
- Email: complaint.info@financial-ombudsman.org.uk
- Phone: 0300 123 9123
- Letter: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Communications Ombudsman

- Website: www.commsombudsman.org/contact-us
- Email: enquiry@commsombudsman.org
- Phone: 0330 440 1614
- Letter: Communications Ombudsman, PO Box 730, Warrington, WA4 6WU