

About Ombudsman Services: Communications

We resolve consumer complaints about communications (telephone, mobile phone and internet service) companies and their customers.

We are approved by Ofcom, the UK communications regulator, to provide redress under the terms of the Communications Act, 2003.

We are entirely independent. This means that we do not take sides and we make our decisions based on the facts available to us.

Our service is free to use for consumers.

Who can use our service?

If you are a domestic or small business customer of a communications company you have the right to use our service.

A small business customer is one that spends less than £5,000 per year with the communications company or which employs ten people or fewer.

Who is your complaint about?

A list of communications companies that have signed up to our service is available on our website: <http://www.ombudsman-services.org/memberlists/communications/>

When can we become involved?

Before contacting us you must give the communications company a reasonable opportunity to resolve your complaint. The company will usually give information on its website about how to complain or will provide you with a written copy of its complaints procedure.

If you receive the communications company's final response to a complaint and you remain unhappy, or eight weeks pass and the complaint is unresolved, we may be able to help.

What can we handle?

The types of complaints that we can deal with include:

- billing problems;
- problems resulting from a company's sales activity;
- problems resulting from switching from one company to another;
- poor service, for example, failing to act on a request;
- premium rate services (PRS);
- pay TV;
- voice-on-demand (VOD); and
- mobile phone handsets.

We are unable to handle complaints about:

- complaints about companies which are not signed up to our scheme;
- the location of telegraph poles or mobile phone masts;
- problems about cabling and wiring inside a property;
- the content of internet sites, advertisements, calls, emails, texts or any other type of message.



Putting things right

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

We can require:

- An apology
- An explanation of what went wrong
- A practical action to correct the problem
- A financial award up to £10,000

We may also make recommendations to the company so that it can avoid similar problems happening again.

If you accept our decision it becomes final and the company has 28 days to put the remedy in place.

If you reject our decision you lose the right to the resolution we have offered, but you retain your right to take your complaint elsewhere, such as the courts.

You can find out more about our processes and our decisions in our 'what happens next?' factsheet.

Contact us

You can contact us by visiting our website (www.ombudsman-services.org) and completing an online complaint form or general enquiry form.

You can also call us Monday to Friday between 9am and 5pm, or you can email us, fax us, textphone or write to us.

Our contact details:

Phone: 0330 440 1614

Email: enquiries@os-communications.org

Fax: 0330 440 1615

Textphone: 0330 440 1600

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