

LEBARA

LEBARA COMPLAINTS CODE OF PRACTICE 2018

INTRODUCTION – WE ARE HERE TO HELP

We value our customers and strive to ensure that we meet your expectations. If however, we are unable to meet your needs, this guide aims to provide a comprehensive guide on how to make a complaint, what to expect and how to take your complaint further.

This guide will inform you on the following areas:

- ▶ **How to complain**
- ▶ **How we handle complaints**
- ▶ **Our expected timeframes**
- ▶ **How to take unresolved complaints through the ADR scheme.**
- ▶ **The contact information for the Ombudsman service**

FAULT MANAGEMENT OVERVIEW

We aim to provide you with all the help you need to understand how to use our services and to help you with any technical problems. We intend to resolve faults as soon as reasonably possible. If you have any technical questions simply call us from your Lebara number on **5588** (charged at 19p for the whole call) or by a landline on **0207 031 0791*** (you will need to check with your landline service provider to find out their call costs for UK landline numbers). If you do not want to call you can also email care@lebara.com or visit <https://mobile.lebara.com/gb/en/contact-us>

Faults may occur on the Lebara Mobile network, or on one of our suppliers' networks or equipment.

If a fault is reported during normal working hours

(9:00 am - 6:00pm Monday to Sunday) , Lebara Mobile will try to establish the location and cause of the fault straight away.

IF YOU ARE NOT SATISFIED OVERVIEW

We are committed to providing you with excellent customer service. However, if you are dissatisfied with our product(s) or service(s), we have a comprehensive complaint handling procedure, which includes escalation to independent agencies if you are unhappy with the outcome of your complaint.

When you call, a customer service consultant will try to solve the problem as quickly as possible, preferably during your phone call and where this is not possible, we will agree a course of action with you. Invoicing queries may take a little while to resolve.

If you are not happy with the response that you have received, you may refer the matter to the appropriate senior manager for further investigation. For further information, refer to our complaints procedure.

We aim to resolve any dispute ourselves, however, if:

- ▶ **We are unable to resolve your complaint satisfactorily,**
- ▶ **You have been issued a “deadlock” letter**
- ▶ **After 8 weeks your complaint remains unresolved**

you can escalate your complaint, free of charge, to the Ombudsman Service: Communications - an independent alternative dispute resolution scheme (contact details are set out below).

OMBUDSMAN SERVICES CONTACT DETAILS

Phone : 0330 440 1614

Textphone : 0330 440 1600

Fax : 03304401615

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

Email : osenquiries@os-communications.org

Website : www.ombudsman-services.org

LEBARA

COMPLAINTS PROCEDURE

- ▶ If you are unhappy with our service or product, please contact our customer service team on via phone, email, post or chat at lebara.co.uk/contact-us. The quickest way to contact us is via phone or chat.
- ▶ Your complaint will be dealt with by one of our agents within 3 working days and we will advise on the next steps.
- ▶ We'll normally get back to you by phone, if we can't get hold of you, we will send you an SMS. If requested, we can confirm any conversation in writing if you ask us to.
- ▶ If we have not heard back from you within 28 days from our last contact date, we will consider the complaint closed. We will of course, try to get in contact with you to resolved the issue before 28 days have passed.
- ▶ If you are disabled and would like access to the complaints code or would like to make a complaint, please visit the accessibility page.
- ▶ If you are unhappy with the outcome of your complaint, you have the option to discuss your complaint further with a team leader or manager. If you are still not satisfied with the way in which your complaint was handled or if your complaint is still not resolved, you can then escalate your complaint to our country team.
- ▶ Note: If you decide to send a letter or email, or contact us via chat, please do not submit any sensitive or personal information.
- ▶ If you are not satisfied with the outcome of your complaint, or you have received a deadlock letter within 8 weeks of making your complaint, you can refer your complaint to Ombudsman Services, free of charge. The Ombudsman Services is an independent alternative dispute resolution scheme (ADR) approved by Ofcom.

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Phone : 0330 440 1614
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Fax : 03304401615
Post : Ombudsman Services: Communications
PO Box 730 | Warrington | WA4 6WU
Email : osenquiries@os-communications.org
Website : www.ombudsman-services.org

HOW TO CONTACT US

If you need advice, information or assistance on any products and services or this Code of Practice, please call us from a landline on **0207 031 0791***, email care@lebara.com, visit our website at <https://mobile.lebara.com/gb/en/contact-us> or write to us at the following address:

Customer Services

Lebara Mobile Limited

7th Floor, Import Building | 2 Clove Crescent | East India Dock | London | E14 2BE