



Complaints Code of Practice

Complaints

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[Non-confidential version]



We're always working hard to make sure your experience with EE is as good as possible. But if something has fallen below the standards you expect then we have a clear complaints procedure to help deal with the issue quickly and simply.

Complaints Code of Practice

Introduction

EE, the UK's most advanced digital communications company, is the first in Britain to offer superfast 4G mobile services alongside fibre broadband. We run the EE, Orange and T-Mobile brands, delivering our 27 million customers with the best network and best service so they trust us with their digital lives.

EE provides a range of services, including services for customers with disabilities, please visit our website for more information.

EE is required by Ofcom to publish a code of practice containing details and information on how we work to solve customer complaints and disputes, and the options available to you if we can't resolve your complaint within 8 weeks. This code applies to you if you're an EE residential, home broadband or a small business* customer on the EE, [Orange and T-Mobile](#) network and it's available on our website under the 'Contact Us' pages at www.ee.co.uk

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Terms and Conditions

Whether you're an EE, Orange or T-Mobile pay monthly, pay as you go or home broadband 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, home broadband, billing and customer services. A copy of the terms and conditions that apply to you can be downloaded from www.ee.co.uk/codesofpractice. Alternatively you can request a copy of the terms and conditions by contacting customer services. Please be aware that an administration charge may be applied.

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

EE, Orange & T-Mobile complaints procedure

Stage 1

Step 1 – Contact Customer Services first

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How to contact us

If you need to contact us you can do so between 8am-10pm Monday to Friday and 8am-8pm Sat & Sun in the following ways:

By calling us ☐

By Calling	EE	Orange		T-Mobile
For Mobile & Small Business Home Broadband Customers		PayM	PayG	
From your mobile phone	150	150	450	150
From a UK Landline	07953 966250	07973 100150	07973 100450	0845 412 5000
If you're abroad	+44 7953 966250	+44 7973 100150	+44 7973 100450	+44 7953 966150
If your Phone is Lost or Stolen	07953 966250	07973 100150	07973 100450	0845 4125000
For Home Broadband Customers				
From any phone	0844 8738586			
If you have mobile from us	150			

Customers with disabilities

If you need to contact EE, Orange or T-mobile, you can do so by calling Text Relay on; 0870 2409598

Contact Us	EE	Orange	T-Mobile
Mobile	07953 966250	PayM -07973 100150	0845 4125000
		PayG – 07973 100450	
Home Broadband	0844 873 8586		

Calls from a BT landline cost 5.1p a minute. The cost of calling from mobile phones and other networks may vary. Calls from an EE home phone are free

when you pay line rental to EE. Calls may be monitored and recorded for training purposes.

Step 2

If after contacting us by phone you're not happy about the way we dealt with your issue you can ask for it to be escalated to a Team Leader or Manager. If your issue is still unresolved, you should follow the procedure below

If you're a mobile or Small Business Home Broadband customer on EE, Orange or T-Mobile please write to us at the following address:

The Customer Relations Team
Everything Everywhere Ltd
6 Camberwell Way
Sunderland
Tyne and Wear
SR3 3XN

If you're a Home Broadband customer please write to us at the following address:

EE Customer Care
PO Box 486
Rotherham
S63 5ZX

Don't forget to include:

- Your full name
- Your full postal address
- Your account number and/or mobile telephone number and if you're a home broadband customer your landline telephone number – please add a note to which brand you are on EE (mobile or home broadband), Orange or T-Mobile.
- Details of your complaint
- Your resolution requirements
- An alternative daytime contact telephone number

By email

For mobile and small business home broadband customers;

EE Customers	customer-relations@ee.co.uk
Orange Customers	customer.relations@orange.co.uk
T-Mobile Customer	customerrelations@t-mobile.co.uk

For home broadband customers;

Home Broadband Customers	https://explore.ee.co.uk/broadband/email-us
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Step 3

Stage 1 - The Customer Relations Team will be working towards contacting you within a week of receiving your complaint. If we can't get hold of you by phone we'll email you if you have provided us with your email address, or we'll write to you.

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. For broadband customers, after asking us to refer your complaint to someone with more independence, you may also find it useful to speak to the Internet Service Providers Association (ISPA www.ispa.org.uk).

Stage 2 - Escalating the Complaint

If you are not satisfied with our response, you can ask for us to reconsider the issue. You have the option to discuss the issue with a Customer Service Team Leader and if still unresolved an Operations Manager.

Stage 3 – Contacting CISAS

If after contacting us we have not resolved your complaint within 8 weeks, you may make a complaint through CISAS free of charge, which is an independent dispute resolution scheme, approved by Ofcom. Please ensure that you read the CISAS guidelines on their website www.cisas.org.uk to ensure that your complaint satisfies CISAS's conditions for referral. When your complaint goes through the scheme, an independent adjudicator will review your complaint and make a decision decides how to settle it.

Details of the service are available by contacting EE, Orange or T-Mobile Customer Services or CISAS at the following address:

CISAS
International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU
Tel: 020 7520 3814 or 020 7520 3827
Fax: 020 7520 3829
Text phone: 020 7520 3767
E-mail: info@cisas.org.uk
website: www.cisas.org.uk

How to obtain this code of practice

This code of practice is published on our website at www.ee.co.uk/codesofpractice. It can also be accessed directly via our "contact us" page. Additional copies are available free of charge by contacting Customer Services. It is also available in Braille, large print and audio format.

