

Complaints Code

At Better Mobile, we provide businesses across the UK with mobile telecoms. We work hard to make sure that things run as smoothly as possible for our customers.

We take complaints very seriously and, if you're not completely satisfied with the service you have received, we have a formal complaints procedure in place to ensure we address the problem as quickly and efficiently as possible.

If you are unhappy with any part of our service, please tell us. Your complaints give us a chance to put things right and an opportunity to improve our service to you and our customers in future. Our staff are highly trained and an important part of the training is identifying complaints. However, to avoid any delay or confusion it would be helpful to us if you would make it clear that you are making a complaint.

How to get in touch:

Complaints can be logged with us by:

Calling – 0333 202 5000

Emailing – support@ice-comms.co.uk

Writing/Letter – Crewe House, 4 Oak Street, Crewe CW2 7DB (we recommend recorded delivery)

Any formal dispute concerning your contract with us, where you consider that we are in material breach of contract or where you wish to terminate the contract must be in writing and sent to us at our registered office by recorded delivery post or by courier in accordance with our standard terms and conditions.

Our Investigation procedure:

Once we receive your complaint we will log it on our 'ticket' system and you will be allocated a unique ticket number. A complaints handler will then thoroughly investigate your complaint by considering the information you have provided and all relevant information.

Sometimes, if possible, we will respond to your complaint straightaway. Depending on the nature of your complaint, we will always try to resolve the matter within 2 weeks if an instant response isn't possible. Some complaints, however, may take longer to resolve depending on their nature and the complexity of the issues or where we require information from third parties.

Once we have investigated your complaint we will notify you of the outcome. You can request a 'notification of outcome' email or letter if we have discussed the outcome with you over the telephone. At this stage we will also tell you that if we do not hear from you within 28 days, we will infer that the complaint has been resolved to your satisfaction.

If you are not satisfied with the complaint handler's response you can ask the same person to reconsider the complaint and at that stage you should provide any further information that is relevant. Once the complaint handler has revisited your complaint you will be provided with a stage 2 notification of outcome. You can ask to be notified by email or letter.

If you are not satisfied by the stage 2 response you can ask for your complaint to be escalated to the final stage. At the final stage your complaint will be reviewed by a senior complaints handler who will be different to the individual who first investigated your complaint. Where possible, we

aim to complete the review within 1 week although it may take longer depending upon the amount of information to be considered.

If, after 8 weeks of notifying us of your complaint, it has not been resolved or we cannot agree on a resolution and even if we are still investigating your complaint, you will be issued with an 'ADR letter'. Once received or if we have informed you that we will not be taking any further steps to investigate your complaint, customers with no more than 10 employees (small business customers) may escalate the complaint to the Communications & Internet Services Adjudication Scheme (CISAS).

CISAS takes an impartial look at the complaint, requests statements from both parties and then issues a binding decision based on the information received.

You can contact CISAS by either:

Calling – 020 7520 3814 (Mon-Fri 9am-5pm)

Emailing – cisas@cedr.com

Writing/letter – CISAS, 100 St Paul's Churchyard, London, EC4M 8BU

Website: www.cedr.com/consumer/cisas

You must contact CISAS within 12 months of receiving your complaint response. CISAS will aim to resolve a case within 12 weeks of hearing from both parties involved.

After completion of the adjudication process, as deemed appropriate, Ice Telecommunications Ltd on behalf of Better Mobile may seek a legal remedy through the courts.