

AO Mobile Complaints Code

1. How do I make a complaint?

We always aim to give you the best service we can, but we recognise that sometimes things may not go as planned. If you are dissatisfied with any aspect of our service, we would like the opportunity to put things right for you. Our complaints process is designed to help us do exactly that.

You can tell us about your complaint by contacting our Customer Service Team using one of the following methods:

- **Email:** help@ao-mobile.com
- **Phone:** 01204 672 626
- **Post:** 5A The Parklands, Lostock, Bolton, BL6 4SD

Note: If you wish to raise a complaint about how we have used your personal data, please email our Data Protection Team at dataprotection@ao.com.

If you choose to write to us, please address your letter for the attention of the **AO Mobile Customer Service Team** and include all relevant details of your complaint, the steps you would like us to take to resolve it, as well as your contact information so we can respond to you.

If you have asked a third-party to raise a complaint on your behalf: Please note that we will still need your permission before we can discuss your complaint with them.

2. What actions will AO Mobile take?

We take all complaints seriously and our aim to resolve your complaint as quickly as possible.

- Once we receive your complaint, we will aim to respond within 14 days. However, if we think it may take us longer to properly investigate, we will let you know.
- Our response will be sent to you in writing via email or letter so that you have a clear record.
- If you are unhappy with the outcome, you have 28 days to let us know and we will review your matter. If you do not let us know within 28 days, we will consider the complaint resolved.

Note: We will not respond to any malicious complaints.

3. What if I am not happy with AO Mobile's response?

AO Mobile is committed to **Alternative Dispute Resolution (ADR)**. If you do not receive a response from us within 6 weeks or if we have done everything we could to resolve your complaint but have been unable to reach an agreement with you, you can choose to contact the Communication & Internet Services Adjudication Scheme (CISAS) to request an independent review. CISAS is the ADR service with which AO Mobile is registered. The ADR service is free of charge to you, and we will be bound by their final decision.

We will provide you with CISAS' contact details upon request. CISAS is operated by the Centre for Effective Dispute Resolution (CEDR). Further information about how CISAS can help, and whether your complaint is eligible for investigation, is available on their website <https://www.cedr-assist.com/consumer/cisas/overview/>. Please note that CISAS will only consider your complaint after you have followed our complaints process outlined above.

How to contact CISAS:

- **Email:** cisas@cedr.com
- **Phone:** 020 7520 3814
- **Post:** CISAS, 100 St. Paul's Churchyard, London, EC4M 8BU, United Kingdom

4. What other information may I need?

ACCESSIBILITY: If you need to receive this document in a different format such as Braille, large print or on coloured paper, please contact us.

How else can I contact you?

- **AO Mobile** is operated by **AO Retail Limited**, of 5A The Parklands, Lostock, Bolton, BL6 4SD.
Co Reg no: 03914998.