

# Customer Complaints Code

Making a complaint.

V1.1

**SMARTY**  
Simple, honest mobile

## **Here at SMARTY, we strive to provide you with the best possible service. So, if you feel it's not up to scratch, we want to hear from you.**

Our complaints process gives you the opportunity to tell us what's gone wrong so we can put it right, and provide better service in the future. Visit [smarty.co.uk/complaints](https://smarty.co.uk/complaints) to contact our Complaints team.

We aim to resolve your complaint as soon as possible, and we'll keep you updated on when and how we propose to resolve it. We'll do our best to resolve all complaints within 14 days.

We've made every effort to make the complaints process as easy as possible. Here are a few things to keep in mind:

If you raise your complaint using the online form (available at [smarty.co.uk/complaints](https://smarty.co.uk/complaints)), you'll receive a reply with a complaint reference number - so it's easy to track.

We're happy for someone else to raise a complaint on your behalf, as long as we have confirmation that they're acting with your consent.

We'll do everything we can to sort out your complaint. However, if we haven't been able to resolve it, you can ask the Ombudsman\* to look at it for free - the Ombudsman is an independent organisation dedicated to sorting out disputes between customers and providers, and we'll be bound by its decision if a case is opened.

If we're unable to reach agreement within 8 weeks, we'll provide details of how to contact the Ombudsman.

The Ombudsman will only consider complaints which are over 8 weeks old or if there is a deadlock situation. This arises when we believe we've done everything we can to sort out a complaint, but can't reach an agreement with you.

You can request a deadlock letter from the advisor dealing with your complaint. However, if we're working on a solution, expect to resolve the complaint, or recognise that your complaint fails outside of the Ombudsman's responsibilities we won't send a deadlock letter. Unfortunately, on occasions, we receive malicious complaints, which neither the Ombudsman nor we will respond to.

### **Ombudsman contact details:**

Email: [osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)

Fax: **0330 440 1615**

Phone: **0330 440 1614**

Textphone: **0330 440 1600**

Web: [ombudsman-services.org/contact-us-communications.html](https://ombudsman-services.org/contact-us-communications.html)

### **Ombudsman Services:**

Communications  
PO Box 730  
Warrington  
WA4 6WU

If your complaint is about a purchase you made online and we've been unable to resolve your concerns through our complaints process, you can submit your complaint through the European Commission's online dispute resolution platform, instead of contacting the Ombudsman directly. You can find the platform and more information on how it works here: [ec.europa.eu/consumers/odr/](https://ec.europa.eu/consumers/odr/).

The platform simply facilitates the investigation and resolution of your complaint through the Ombudsman so if you're unhappy, you may find it easier to contact the Ombudsman directly.

Remember, you can only use the platform if your complaint comes from an online transaction. If your complaint is relating to another topic you need to contact the Ombudsman using the contact details above.