



## Vodafone Ireland Complaint Code of Practice

At Vodafone, we are passionate about customer service. Our top priority is customer satisfaction. We are committed to complying with all of our legal and regulatory obligations in areas such as roaming, net neutrality, universal service regulations.

If you're unhappy with any Vodafone product or service and want to make a complaint, please don't hesitate to let us know.

If you need to receive this document in a different format such as large print or Braille, please let us know through any of the support channels set out below.

We are committed to addressing all customer complaints fully and fairly and in a timely fashion. This code of practice outlines our agreed process for complaint escalation and resolution and what you can expect from us.

### 1. Enquiries

If you have a query, or require general support for any of the services we provide, your first point of contact should be the support section of our website (<https://n.vodafone.ie/support.html>).

There is a direct link on our homepage to the support section, which contains very useful information about many common queries, including: activating SIM cards, unlocking phones, upgrade eligibility, billing queries, and FAQ's across bill pay, PAYG, Broadband, landline and TV.

However, if you cannot find an answer to your query or need to speak to us there are a number of channels through which you can contact us.



## By telephone:

	Number	Cost
Bill Pay Customer Care	1907	FREE
Pay As You Go Customer Care	1747	FREE
Fixed & TV Customer Care	1907	FREE
Mobile Technical Support (from Vodafone mobiles)	1740	FREE
Fixed & TV Technical Support (from Vodafone mobiles)	1907	FREE
Mobile Technical Support (from all other phones)	1850 99 51 33	Call Save, 31c / call
Fixed & TV Technical Support (from all other phones)	1907	FREE
Mobile Network Crew (from Vodafone mobiles)	1740	FREE
Mobile Network Crew (from all other phones)	1850 99 51 33	Call Save, 31c / call
Fixed Network Crew	1907	FREE
Mobile Customer Care (from abroad)	+35312038232	FREE
Mobile Customer Care (from abroad, from all other phones)	+35312038232	Normal rates apply
Join Vodafone	1800 595 595	FREE

Via live chat: [www.vodafone.ie](http://www.vodafone.ie)

Via social media - chat to us on Facebook, Twitter, Vodafone Community Forum and You Tube. Links to all of these sites are available on the [support](#) section of our website.

By Post: Customer Care Team, Vodafone Ireland Limited, Mountainview, Leopardstown, Dublin 18.



Our aim is to resolve your enquiry on initial contact with Vodafone where at all possible. However, sometimes we will have to refer your enquiry internally. Where we cannot resolve your enquiry on first contact, we will let you know the estimated time of resolution and will keep you informed of our progress.

In extreme circumstances, and where updates are beyond our control (for example, if a third party is involved or in the case of adverse weather conditions where we lack complete information), we will endeavour to keep you informed of our progress based on the information available to us at the time. We aim to provide a high level of service at all times.

Below is our commitment to resolve your enquiry - where the solution is within our control.

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Enquiry	Response Time
Coverage / Network faults	5 working days
Line faults / Service degradation	5 working days
Billing / Payments	5 working days
Roaming	5 working days
Handsets	10 working days
Miscellaneous (not covered by above)	10 working days



**In exceptional cases** -- where we are unable to respond or acknowledge your query within the times specified above -- Vodafone have established a Customer Guarantee Scheme to compensate for that delay. Where it is brought to our attention that, in relation to your query, we have failed to meet the response time outlined in the table below, we will apply a credit to your account\*

*\* A credit offered for this purpose is given as a gesture of goodwill only and does not imply any acceptance of liability, breach of contract or otherwise on the part of Vodafone.*

If you have raised a query by letter on receipt or your letter, we will attempt to contact you by telephone or email to resolve your query. Alternatively, we will respond to you by letter within five working days. Where we cannot resolve your query in this timeframe, we will send an acknowledgement of your query and follow up with a telephone call - where contact details are provided - in line with our Code of Practice.

Please ensure you include your full name, address, mobile number and/or customer account number in any correspondence to us so we can correctly identify your account as quickly as possible.

## 2. Escalation

If after contacting Vodafone through one of the channels above, or having spoken to a customer care representative, you still do not have an answer to your query or you believe your issue has not been resolved to your satisfaction, you may ask to be referred to a manager or team leader.

A Vodafone team leader/manager may be available to speak to you immediately. If not, you can request a call back or follow up contact within 24 hours.

If, after escalating to one of our team leaders or managers, you still feel that we have not dealt with your Issue appropriately OR you wish to appeal a decision, please ask for a complaints reference number as you will need this number to proceed with your complaint.



### 3. Complaint

Once you have received a complaints reference number you may submit a complaint through on our online complaints form.

We will acknowledge receipt of your online complaint within two working days providing you with confirmation that the complaint is recorded; a timeframe for complaint response and resolution where possible, details of a unique reference number to identify and track your complaint, appropriate contact details and a link to this Code of Practice.

We will endeavour to resolve all complaints promptly and ideally within 10 working days. However, where a final resolution cannot be provided within 10 working days we will provide you with an appropriate timeframe for resolution.

### 4. Recording Complaints

Vodafone will record certain details in order to track and manage your complaint.

At a minimum we will record the following details:

- your name, account number and contact details including a phone number;
- date the complaint was raised and dates of all communication throughout the life cycle of the complaint to resolution and closure.
- a copy of the written complaint or notes made from the voice/online communications with you relating to the complaint;
- all communications with you including details of the response to the complaint, final resolution and any determination in respect of the complaint with associated documentation.



In line with our Data Retention Policy we will retain these details on our system for a minimum period of one year. For legal reasons customer information may be held for up to 7 years.

## 5. Refunds

Please note that all complaints requiring compensation, whether a reimbursement or a settlement payment, are made on an individual per case basis.

## 6. Customers' Statutory Rights

Our Code of Practice does not affect your Statutory Rights as a consumer. If you are not satisfied with our response to your query, you can still seek independent advice from a number of independent bodies listed below.

### Commission for Communications Regulation (“ComReg”)

ComReg is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications and broadcasting transmission) and the postal sector in Ireland.

**Tel:** Consumer Line: (01) 8049668

**Address:** 1 Dockland Central, Guild Street, Dublin 1, D01 E4X0

For further information see their website: [www.comreg.ie](http://www.comreg.ie)

### The Competition and Consumer Protection Commission (the “CCPC”)

The CCPC is the statutory body responsible for enforcing consumer protection and competition law in Ireland.

**Tel:** Consumer Helpline on lo-call 1890 432 432 or 01 402 5555

**Address:** Bloom House, PO Box 12585, Railway Street, Dublin 1.

For further information see their website: [www.ccpc.ie](http://www.ccpc.ie)



## Advertising Standards Authority of Ireland (ASAI)

The ASAI is an independent self-regulatory body set up to ensure highest standards of marketing communications by commercial bodies in Ireland.

**Tel:** (01) 613 7040

**Address:** Ferry House, 48 Lower Mount Street, Dublin 2.

For further information see their website: [www.asai.ie](http://www.asai.ie)

## Data Protection Commissioner (“DPC”)

The DPC is responsible for upholding the rights of individuals as set out in the Data Protection Acts 1988 and 2003 and enforcing the obligations upon data controllers.

**Tel:** Lo Call 1890 252 231

**Address:** Canal House, Station Road, Portarlinton , Co. Laois.

For further information see their website: [www.dataprotection.ie](http://www.dataprotection.ie)

## European Commission Online Dispute Resolution

Under EU Regulations Consumers who have a complaint about goods or services purchased on-line have a right to refer their complaint to an independent dispute resolution agency via the following link: [ec.europa.eu/consumers/odr/](http://ec.europa.eu/consumers/odr/)

## Small Claims Court

To contact the Small Claims Court, see your telephone directory under Courts Service for your local office or visit the following website for further information: [www.courts.ie](http://www.courts.ie)