



# Complaints Code of Practice

Together we can





# Vodafone Ireland Complaints Code of Practice

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## Your First Point of Contact for queries or complaints

If you have any issues or queries about our products and services, your first point of contact will be with our customer care team. They are fully equipped to resolve your query; we aim to do this as quickly as possible and to your satisfaction. Our customer care agents can be reached on the phone or by [Live Chat](#) (for mobile queries only) on our website, or through our social media channels.

**Live Chat** is available here: <https://n.vodafone.ie/support.html>

**To reach us on social media:**

<https://www.facebook.com/vodafoneireland> or  
<https://twitter.com/vodafoneireland>

## To Call us

	Number	Cost
Bill Pay Customer Care	1907	FREE
Pay As You Go Customer Care	1747	FREE
Fixed & TV Customer Care	1907	FREE

## Write to us

You may also choose to write to us at the following address. Please include your account details and contact number. :

**Address:** Vodafone Ireland Limited,  
Mountainview,  
Leopardstown,  
Dublin 18,  
Ireland



## Our Escalation Process

Our customer care team always aim to fully resolve your query on the first attempt.

If at any time you believe your query has not been resolved to your satisfaction, please ask to be referred to a manager or team leader or to our customer escalations team.

- If available, we will pass you to the customer escalations team (CXX team) straight away.
- If not available, your complaint is recorded at first point of contact. The customer escalation team will provide a callback within 48 hours at a time that suits you.

If you need the complaint reference on the call just ask our agent and they can provide. We will still send the text acknowledgement from the CXX team handling the escalation. This acknowledgement will include your complaint reference.

If having dealt with Customer Care you would prefer to submit details directly to the CXX team you can also use our online form to set out detail of your complaint by clicking [here](#). You can also choose, if you prefer, to submit detail via email by contacting [escalationsonline@Vodafone.com](mailto:escalationsonline@Vodafone.com). You can also choose to submit by post, at the following address:

Customer Escalations  
Vodafone Ireland Limited,  
Mountainview,  
Leopardstown,  
Dublin 18,  
Ireland

You will receive your complaint reference within 48 hours of receipt.



## Complaints

### Definition

According to the Commission for Communications Regulation ('ComReg'), a complaint means:

“an issue raised by an end-user to an undertaking relating to that undertakings product or service or its complaints handling process where the issue remains unresolved following an initial attempt by the undertaking to resolve it or where there has been no attempt by the undertaking to resolve it and the end-user expresses dissatisfaction, through one of the channels set out in the code of practice, that the issue remains unresolved.”<sup>1</sup>

### Acknowledging your complaint

Once you've made a complaint to us, our Customer Escalations team will reply to you within two working days to acknowledge your complaint. This SMS or email (for fixed queries only) will contain the following:

- Confirmation that the complaint is recorded;
- A timeframe for resolving your complaint;
- The unique reference number you submitted with the complaint, which will be used to identify and track your case;
- The contact details of the Customer Escalations team;
- The next steps in the process; and
- A link to this Code of Practice.

### Recording your complaint

We will keep a record of your complaint. These are the details we will record:

- Your name, account number and contact details including a phone number;
- The date the complaint was raised and dates of all communication throughout the life cycle of the complaint to final closure;
- A copy of the written complaint or notes made from the voice/online communications with you relating to the complaint; and
- 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.

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<sup>1</sup> Electronic Communications Complaints Handling Code of Practice - Response to Consultation and Decision, ComReg 17/62 D04/17





### **Resolving your complaint**

We will endeavour to resolve all complaints promptly. Within 10 working days, the Customer Escalations team should be able to propose a final resolution to your problem

However, where a final resolution cannot be provided within 10 working days we will provide you with an appropriate timeframe for resolution, details of our ongoing resolution process, and details for contacting ComReg. If we have been unable to resolve your complaint to your satisfaction within 10 working days you may refer the case to ComReg for further investigation.



## Refunds

Refunds will be granted on a case by case basis, depending on the details of the complaint. Our Customer Escalations team will let you know if you are eligible.

Where a refund is granted, it is typically applied as a credit to your Vodafone account. If you wish, we can facilitate refund via EFT to either your IBAN (if payment was direct debit) within 15 days, or by Credit Card within a 10 days (if method of payment on account). If credit card has expired and an IBAN must be provided for the refund request.





## Statutory Rights and Independent Bodies

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.

Consumer Line: (01) 8049668

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

[www.comreg.ie](http://www.comreg.ie)

[consumerline@comreg.ie](mailto:consumerline@comreg.ie) for consumer queries

[businessconsumers@comreg.ie](mailto:businessconsumers@comreg.ie) for business consumer queries

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

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

Consumer Helpline: 1890 432 432 or 01 402 5555

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

[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.

[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: 1890 252 231

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

[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)

**ENDS**