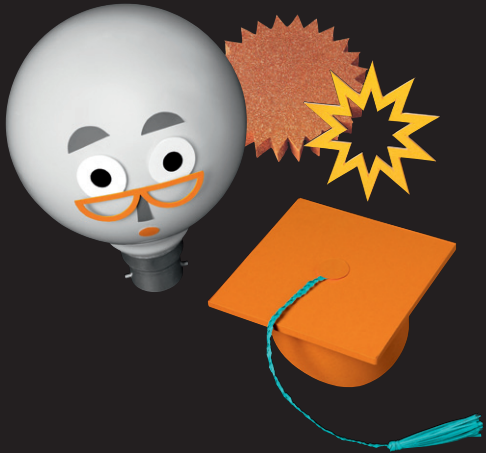


hello

We want to give all our customers an excellent service. But sometimes we might get it wrong. When we do, we want to know how we can fix it. This booklet gives you information about our complaints handling process. It also includes an explanation of adjudication arrangements which provide a free of charge and independent way of resolving disputes.

This code applies to you if you are a residential customer, or small business customer with fewer than 10 employees.



how to contact us

If you need to contact us, you can do so in the following ways:

by phone

Mobile and Mobile Broadband Customers	Broadband/fixed customers
150 – This call is free from your Pay monthly phone.	0844 873 8586 - calls to 0844 numbers cost 5 pence a minute from a BT land line or Orange Home Phone.
450 – from your Pay as you go phone (25p per call).	If you're using Text Relay dial 0870 240 9598 from your phone or text phone, then ask to be connected to 0844 873 8586
07973100 + 150 (Pay monthly) or + 450 (Pay as you go) via a non Orange phone.	
If you're using Text Relay dial 0870 240 9598 from your phone or text phone, then if you're a pay monthly customer, ask to be connected to 07973 100 150 , or if you're a pay as you go customer ask to be connected to 07973 100 450 .	

by email

Mobile and Mobile Broadband Customers	Broadband/fixed customers
customer.services@orange.co.uk	Via the web form on the "contact us" pages. www.orange.co.uk/contact
Via the web form on the "contact us" pages www.orange.co.uk/contact	
Or if you have a billing query and have "your account" set up, you can contact us directly from "your account".	

by post

Mobile and Mobile Broadband Customers	Broadband/fixed customers
Orange Customer Services PO Box 10 Patchway Bristol BS32 4BQ	Orange Customer Care PO Box 486 Rotherham S63 5ZX

complaint handling and alternative dispute resolution process

We hope that you will never have reason to complain about any aspect of our services. However, if there is something you are not happy with, we will do all we can to fix it.

stage 1: contact us

First, contact us using one of the options on the previous page.

If you call us, we will try to sort out your complaint while you are on the phone. If this is not possible, the adviser will agree a course of action with you.

If you're writing to us (by email or post), don't forget to include:

- A) Your name
- B) Your full postal address (Broadband customers should always include their Orange email address so that we can verify your account details)
- C) Your Orange account number and/or Orange telephone number (if you're a broadband customer, this must be the number you use for connecting to the internet)
- D) Details of your complaint
- E) Your resolution requirements
- F) A daytime contact telephone number

We do try to settle all issues immediately, but sometimes we may have to investigate the matter before we can get back to you. We aim to reply to all emails within 48 hours, and complaints made in writing within 5 working days of us receiving the letter.

stage 2: escalating the complaint

If you are not satisfied with our response, ask for the issue to be considered again. You have the option to discuss the issue with a Customer Service Team Leader, and if still unresolved a Customer Service Manager.

stage 3: Contacting CISAS

If after contacting us we have not resolved your complaint to your satisfaction within 8 weeks, or if you have received a letter from us saying that your complaint has reached “deadlock”, you may make a complaint through CISAS, which is an independent dispute resolution scheme. CISAS is an independent alternative dispute resolution scheme which has been approved by Ofcom. When your dispute goes through the scheme, a person called an independent adjudicator decides how to settle it. Please note that CISAS will not consider any complaint until one of the conditions for referral has been met, so do ensure you read the guidelines on their website.

Details of the service are available by contacting Orange customer services or CISAS at the following address.

Communication and Internet Services Adjudication Scheme (CISAS)
The Chartered Institute of Arbitrators
24 Angel Gate
City Road
London
EC1V 2PT

Tel: **020 7520 3827**

Fax: **020 7520 3829**

E-mail: **info@cisas.org.uk**

website: **www.arbitrators.org/cisas**

You can also get independent advice from your local Citizens' Advice Bureau or Trading Standards office – please contact them directly. Whilst we are happy to work together with the above independent organisations, if you decide you need their help to resolve your complaint, we would always want you to come to us first as most problems can be resolved quickly this way.

For broadband customers, after asking us to refer your complaint to someone with more independence, you may also find it useful to speak to the Internet Service Providers Association (ISPA **www.ispa.org.uk**).

how to obtain this code of practice

This code of practice is published on our website at orange.co.uk/codesofpractice. It can also be accessed directly via our “contact us” pages. Additional copies are available free of charge by contacting Orange customer services. It is also available in Braille, large print and audio format.



This booklet is printed entirely on recycled paper containing 100% post-consumer recovered fibre. You can recycle it again.

