

Complaints about mobile phone, home phone, broadband, premium rate services and postal services



Commission for
Communications Regulation

An Coimisiún um
Rialáil Cumarsáide

www.comreg.ie

Who we are and what we do...

ComReg is the Commission for Communications Regulation and we are responsible for regulating the electronic communications and postal sectors.

Our Consumer Care team provides information so that you can deal with your communications (**mobile phone, home phone, broadband, premium rate services**) and **postal** service providers.

If you have lodged a complaint with your service provider, have followed their complaint procedures, and your complaint remains unresolved, we may be able to review your issue and, where appropriate, escalate it on your behalf to your service provider.

We cannot act on your complaint until you have raised it with your service provider and their complaint handling process is completed. This is because the main responsibility for resolving a complaint lies with your service provider, as they have a direct relationship with you.

What is this guide about?

This guide tells you about your rights if you are making a complaint about communications or postal services. If you are unsure about how to complain to your service provider, this guide will help you structure your complaint.

In this guide, we:

- explain how your service provider should deal with your complaint;
- list the points to consider when making your complaint;
- list the steps to take if you are not happy with how your service provider has dealt with your complaint;
- explain our role and how we can help you;
- provide contact details for postal and premium rate service providers.

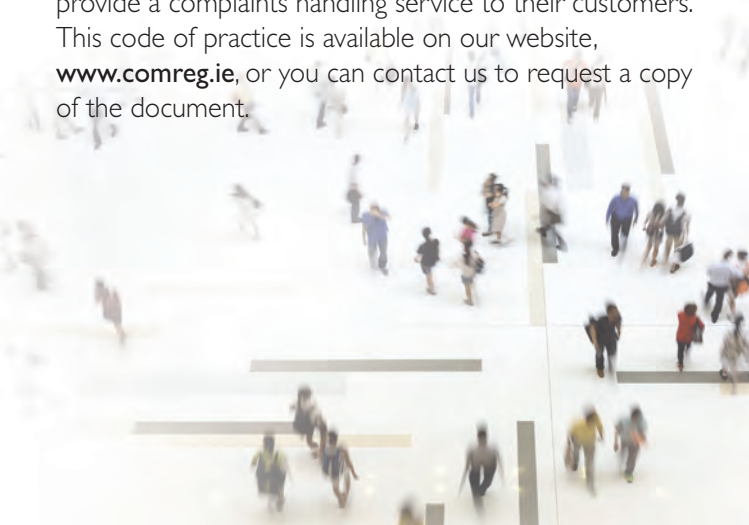
How should your service provider deal with your complaint?

All communications and postal service providers are required to have their own code of practice for handling complaints. Their code contains all the details you need if you want to complain, including:

- how to contact your service provider with your complaint;
- how long it will take them to respond to your complaint;
- what the procedures are for resolving your complaint, including a timeframe for referring your complaint to ComReg, if you need to;
- in appropriate cases, what you are entitled to in terms of refunds, payments of compensation and payments to cover any loss you had.

You can get a copy of a service provider's complaints handling code of practice on their website or by calling their helpline. The An Post complaints code of practice is also available at post offices.

All premium rate service providers must comply with ComReg's code of practice for premium rate services and provide a complaints handling service to their customers. This code of practice is available on our website, www.comreg.ie, or you can contact us to request a copy of the document.





When you make a complaint to your service provider...

- Be specific that you wish to raise a complaint;
- Be clear about the problem and give details;
- Give the service provider a chance to resolve your complaint;
- Keep a record of the date and time that you make your complaint;
- Ask if there is a reference number for your complaint and make note of it;
- Make a note of any promises made by your service provider.

If you feel your complaint is not handled properly by your service provider...

If you are dissatisfied with how your complaint is handled by your service provider or with the outcome to your complaint:

- ask for your complaint to be 'escalated' by your service provider. Generally, this means that your complaint is passed to your service provider's 'second-line support team'. This will be a team leader, supervisor or manager who can help with more complicated consumer complaints or the Customer Advocate for postal complaints; and
- if you still feel that your complaint is not dealt with properly after completing your service provider's complaint procedures, we may be able to help you.





How can we help?

We will inform you what your service provider's obligations are. If you have lodged a complaint, following your service provider's complaint procedures, we can review the issue. Where appropriate, we will escalate it on your behalf to your service provider. We will also give you a realistic idea of the likely outcome of your complaint.

For communications services, if we refer your complaint to your service provider, it is up to them to contact you directly to resolve the matter. However, we will keep track of your complaint and will follow up with your service provider if they don't contact you. When your service provider confirms to us that your complaint has been resolved, they also send us details of their final response to you. We then examine it to make sure that all your issues have been addressed.

For postal services, we may be able to resolve disputes about postal complaints. We can only help if you have completed the process outlined in your postal service provider's code of practice. To enable us to assess a dispute about a postal complaint you will need to complete an application form, which we can provide you with on request or which can be downloaded from our website, www.comreg.ie.



Before you bring a complaint to us...

- Have you already taken your complaint to your service provider? If not, please contact your service provider; outline the matter to them and inform them that you wish to **lodge a formal complaint**;
- Are you making your complaint on time? The problem you are complaining about must have occurred:
 - for communications issues, within the previous 9 months; and
 - for postal issues, the problem you are complaining about to your service provider must have occurred:
 - within 1 month of receiving a mail item;
 - within 3 months of posting a mail item within Ireland; and
 - within 6 months of the date of posting of international items;
 - for premium rate service issues, within 3 months of making the call or interacting with the service.
- Are you the person affected by the problem? Generally, you should be the person who has experienced the service problem (either the account holder for communications and premium rate service complaints, or the sender or recipient of mail for postal complaints). In some cases, however, we will work with a third party.



Information we need about your complaint...

- Your contact details, including a mobile telephone number, and a full postal address for postal complaints;
- Your service provider and the name and account number on the account (if applicable);
- The premium rate number and service name, if premium rate services are what your complaint is about;
- Details of the complaint, including the complaint reference number from your service provider, if available;
- Details about previous dealings with your service provider;
- A clear statement of what you hope to achieve by raising your service provider complaint.

When you give us information, you should let us know if there are any particular details that you do not want us to send to your service provider.

Postal service providers' contact details:

An Post

Customer Service, GPO, O'Connell Street Lower,
Freepost, Dublin 1, D01 F5P2

Phone: CallSave 1850 57 58 59 or + 353 1 705 7600

Email: customer.services@anpost.ie

Online: www.anpost.ie/enquiry

Customer Advocate, GPO, O'Connell Street Lower,
Freepost, Dublin 1, D01 F5P2

Phone: +353 1 705 7000

(ask for the Customer Advocate)

Email: customeradvocate@anpost.ie

Details for all authorised postal service providers are on our website www.comreg.ie

Premium Rate Service providers' contact details:

Details of all premium rate service providers are on our website www.comreg.ie/premium-rate where you can check the name or number of a Premium Rate Service through our Service Checker facility (also available at <http://servicechecker.comreg.ie/>)

How can I contact ComReg's Consumer Care team?

By phone: **(01) 804 9668**
(9.00am to 5.30pm, Monday to Friday)

By email: consumerline@comreg.ie or
businessconsumers@comreg.ie

Text so we can call you back - Send a text with the word **COMREG** to **51500** (standard SMS rates apply) to receive a call back

Text so we can text you back - Send a text with the word **ASKCOMREG** to **51500** (standard SMS rates apply) outlining the issue to receive a text back

By post: Consumer Line, ComReg, 1 Dockland Central, Guild St, Dublin 1 D01 E4X0

Web Chat and online form: www.comreg.ie
Irish Sign Language facility available on request

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