

For **communications services** (mobile phone, home phone, broadband), if we refer your complaint to your service provider, it is up to them to contact you directly to resolve the matter. In the case of **premium rate services**, it is sometimes up to the company providing the content of the service to contact you directly to resolve the matter. However, for both communications and premium rate services, 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.

How can ComReg help me with Postal Services complaints?

For **postal services**, we may be able to resolve disputes about postal complaints between postal service users and postal service providers.

We can only help if you have completed both steps in 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:

<https://www.comreg.ie/csv/downloads/ComRegI507a.pdf>

What information does ComReg's Consumer Care team need about me and my 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 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.

What is ComReg's Formal Dispute Resolution process?

As well as ComReg's complaint handling service, ComReg has introduced Formal Dispute Resolution Procedures for mobile phone, home phone and broadband complaints that are open with ComReg's Consumer Care team and unresolved with service providers for more than 40 working days. In this case, you must apply to ComReg to adjudicate on your complaint and your application will need to be accompanied by a fee. The complaint must relate to an issue that ComReg has the power to resolve (see ComReg document I8/I04 for full details). Visit www.comreg.ie/contact and select Formal Dispute Resolution Procedures for further details.

Where do I find 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.

How can I contact ComReg's Consumer Care team?

By phone: **(01) 804 9668**
(8am to 8pm, Monday to Friday and 9am to 1pm Saturday)

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

Text **COMREG** to **51500** (standard SMS rates apply) to receive a call back
Text **ASKCOMREG** to **51500** (standard SMS rates apply) 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

For postal complainants who wish to avail of the independent dispute resolution process, you will need to complete an application form, which we can provide you with on request, or which can be downloaded from our website:

<https://www.comreg.ie/csv/downloads/ComRegI507a.pdf>

We may not be able to act on your complaint until you have raised it with your service provider and you have followed their complaint handling process. This is because the main responsibility for resolving a complaint may lie with your service provider, if they have a direct relationship with you.

GDPR information: we have updated our Privacy Notice, which explains what personal information we collect and use about individuals, what we do with it and why. Here is a link to our updated Privacy Notice: <https://www.comreg.ie/privacy/>

Legal disclaimer

While ComReg has taken all reasonable care to prepare this document, it is not responsible for anything you do based on the information in this document. ComReg excludes any liability to you in this regard. You alone are fully responsible for everything you do in relation to your communications, premium rate and postal services.

September 2019

Complaints about

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



An Coimisiún um
Rialáil Cumarsáide

Commission for
Communications Regulation

www.comreg.ie



Who is ComReg and what does ComReg do?

The Commission for Communications Regulation (ComReg) is responsible for regulating the electronic communications, premium rate services and postal sectors.

In its consumer role, ComReg's Consumer Care team provides information so that you can deal with your communications (**mobile phone, home phone, broadband**) **premium rate services** and **postal** service issues.

What is this guide about?

This guide tells you about your rights if you are making a complaint about communications, premium rate services 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.
- List the information that you will need to provide our Consumer Care team.
- Provide information on how to acquire contact details for premium rate service providers and postal service providers.
- Provide details of how you can contact ComReg's Consumer Care team.

How should a service provider deal with my complaint?

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 acknowledge and respond/resolve your complaint.
- What the procedures are for resolving your complaint, including a timeframe for referring your complaint to ComReg, if you need to.

Where can I find a service provider's Code of Practice for complaints handling?

Electronic Communication Services (ECS)

You can find a **communications service provider's** Code of Practice for complaints handling on their website or by calling their helpline.

Premium Rate Services (PRS)

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/premium-rate**, or you can contact us to request a copy of the document.

Postal Service

You can find a **postal service provider's** Code of Practice for complaints handling on their websites, and also, for An Post at their Post Offices.

What should I do when making a complaint to a service provider?

- Act promptly as there can be tight timeframes within which complaints can be made.
- 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 specific complaint reference number for your complaint and make note of it.
- Make a note of any promises made by your service provider.

What should I do if I am dissatisfied with how my complaint is handled by a service provider or with the outcome to my complaint?

- Ask how your complaint can be 'progressed' by your service provider in line with their Code of Practice. Generally, this means that your complaint is passed to your service provider's 'second-line support team'. This may be a team leader, supervisor or manager who can help with more complicated consumer complaints or the Customer Advocate for postal complaints.
- 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 ComReg's Consumer Care team help me?

Communication Services and Premium Rate Services

- We will inform you of your service provider's obligations.
- If you have lodged a complaint, followed your service provider's complaint procedures, and your complaint remains unresolved, ComReg may be able to review the issue.
- In the case of mobile phone, home phone, broadband and premium rate services issues, we may be able to escalate it on your behalf to your service provider.
- We will also give you a realistic idea of the likely outcome of your complaint.
- Generally, you should be the person who has experienced the problem (either the account holder for communications services, the user for premium rate services complaints, or the sender or recipient of mail for postal complaints).

