

What information does our Consumer Care Team need about a complaint?

Note: The complainant should be the person who has experienced the problem (i.e. the account holder for broadband, home or mobile phone).

- Your contact details, including a mobile telephone number, and a full postal address.
- Your service provider and the name and account number on the account (if applicable).
- 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 provide us with information, you should advise us if there are any particular details that you do not want to be sent to your service provider.

What is ComReg Connects formal dispute resolution process?

In addition to ComReg Connects complaint handling service, ComReg Connects has introduced Formal Dispute Resolution Procedures for broadband, home and mobile phone complaints that are open with our Consumer Care Team and unresolved with service providers for more than 40 working days.

In this case, you must apply to ComReg Connects 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 Connects has the power to resolve (see ComReg document 18/104 for full details).

Visit www.comreg.ie/contact and select Formal Dispute Resolution Procedures for further details.

How to contact our Consumer Care Team?

Phone: (01) 804 9668
Monday to Friday: 8am to 8pm
Saturday: 9am to 1pm
Email: consumerline@comreg.ie or businessconsumers@comreg.ie

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

By post:
ComReg Connects Consumer Care Team,
Dockland Central, Guild St, Dublin 1,
D01 E4X0

Web chat and online form:
www.comreg.ie

Irish sign language facility available on request

IMPORTANT: Our Consumer Care Team 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 Connects 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 Connects 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.



Commission for
Communications Regulation
An Coimisiún um
Rialáil Cumarsáide

Broadband, Home & Mobile Phone



What is ComReg Connects?

ComReg Connects is part of The Commission for Communications Regulation which is responsible for regulating the electronic communications, premium rate services and postal sectors in Ireland.

ComReg Connects provides information and advice so that you can deal with any issues that arise with your electronic communications (broadband, home and mobile phone) premium rate services or postal service.

ComReg Connects
Trusted Advice and Support

This guide will explain:

- Your rights if you are making a complaint about Electronic Communications.
- Services including broadband, home and mobile phone.
- How to structure your complaint if making one.
- How ComReg Connects may be able to assist you.

How should a Service Provider deal with my complaint?

Service providers are required to have their own Code of Practice for handling customer complaints. Their code should contain all you need to know if you wish to make a complaint, 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 our Consumer Care Team, if you need to.

You can find your Service Provider's Code of Practice for handling complaints on their website or by calling their consumer helpline.

What should I do when making a complaint to a Service Provider?

- Act promptly as there may be a time limit within which complaints must be made.
- Make it clear that you wish to make a complaint.
- Clearly outline the problem providing full details.
- Give the service provider a reasonable chance to resolve your complaint.
- Keep a record of the date and time that you make your complaint.
- Request a complaint reference number and take note of it.
- Make a note of any commitments made by your service provider.



What should I do if I am dissatisfied with the outcome or how the complaint is handled?

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.

If you still feel dissatisfied with the outcome after completing your service provider's complaint procedures, our Consumer Care Team may be able to help.

How can our Consumer Care Team help?

If you have followed your service provider's complaint procedures and your complaint remains unresolved, we may be able to review the issue, and:

- Inform you of your service provider's obligations.
- Escalate your complaint on your behalf to your service provider.
- Provide you with a realistic idea of the likely outcome.

If we refer your complaint to your service provider, it is up to them to contact you directly to resolve the matter. However, our Consumer Care Team will keep track of your complaint and follow up with your service provider if they do not contact you.

When your service provider confirms to our Consumer Care Team that your complaint has been resolved, they will also send details of their final response to you. We will then examine this response to make sure that all your issues have been addressed.