Customer Complaints Code

Making a complaint.

SMARTY

Simple, honest mobile

V.1.5

January 2024

Here at SMARTY, we strive to provide you with the best possible service. So, if you feel it’s not up to scratch, we want to hear from you.

Our complaints process gives you the opportunity to tell us what's gone wrong so we can put it right, and provide better service in the future. Visit smarty.co.uk/complaints to contact our Complaints team.

Ofcom’s definition of a ‘Complaint’ means:

- An expression of dissatisfaction made by a customer who is a Consumer, Microenterprise or Small Enterprise Customer or Not-For-Profit Customer to a Communications Provider related to either:
    - the Communications Provider’s provision of Public Electronic Communications Services to that Customer;
    - the complaint-handling process itself; or
    - the level of customer service experienced by that Customer; and
    - Where a response or resolution is explicitly or implicitly expected.

We aim to resolve your complaint as soon as possible, and we’ll keep you updated on when and how we propose to resolve it. We’ll do our best to resolve all complaints within 28 days.

We’ve made every effort to make the complaints process as easy as possible. Here are a few things to keep in mind:

If you raise your complaint using the online form (available at smarty.co.uk/complaints), you’ll receive a reply with a complaint reference number - so it’s easy to track.

We’re happy for someone else to raise a complaint on your behalf, as long as we have confirmation that they’re acting with your consent.

We’ll do everything we can to sort out your complaint. However, if we haven’t been able to resolve it, you can ask the Communication Ombudsman* to look at it for free - the Communication Ombudsman is an independent organisation dedicated to sorting out disputes between customers and providers, and we’ll be bound by its decision if a case is opened.

If we’re unable to reach agreement within 8 weeks, we’ll provide details of how to contact the Communication Ombudsman.

The Communications Ombudsman will only consider complaints which are over 8 weeks old or if there is a deadlock situation. This arises when we believe we've done everything we can to sort out a complaint, but can't reach an agreement with you.

You can request a deadlock letter from the advisor dealing with your complaint. However, if we’re working on a solution, expect to resolve the complaint, or recognise that your complaint fails outside of the Communications Ombudsman’s responsibilities we won’t send a deadlock letter. Unfortunately, on occasions, we receive malicious complaints, which neither the Ombudsman nor we will respond to.

Communications Ombudsman contact details:

Email: enquiry@commsombudsman.org
Fax: 0330 440 1615

Phone: 0330 440 1614

Web: www.commsombudsman.org

Communication Ombudsman
Communications
PO Box 730 Warrington
WA4 6WU