



Complaints Procedure (Vodafone)

Our Complaints Policy

Our commitment is to deliver a high quality level of service and support to all of our customers at all times.

In the event that something goes wrong, or we make a mistake, we encourage you to tell us about it. Not only will this help us to resolve your issue but we can also learn from any mistake and improve our standards for the future.

Our Complaints Process

If you have a complaint, the first step is to formally notify us of your issue. You can email us at complaints@truetelecommunications.com or you can write to us at :- Complaints Department, True Telecommunications Ltd. Pine Ridge, Cross Stone Road, Todmorden, West Yorkshire OL14 8RB.

Once we have received your complaint, it will be passed to a director of the company who will respond to you within 48 hours. Following this response, we will attempt to resolve any outstanding issues immediately, although please do bear in mind that if we require any action from Vodafone as the network operator, we will be subject to their usual SLA's in relation to the actions required.

Complaint Escalation

In the unlikely event that we are unable to resolve your issue or you are unhappy with our response, then you are able to escalate your complaint to the network operator at this address :- Vodafone, Atlas Business Park, Simonsway, Wythenshawe, Manchester, M22 5RR.

Further Independent Escalation

If neither True Telecommunications or Vodafone are able to resolve your complaint, you are entitled to contact the Ombudsman Services: Communications at PO box 730, Warrington, WA4 6WU Tel: 01925 430 049. This service is free of charge to small business and consumer customers and is independent of True Telecommunications and Vodafone.

You can also contact the Office of Communication (Ofcom) at Riverside House, 2a Southwark Bridge Road, London SE1 9HA, Tel: 020 7981 3040.