



Customer Complaints Code

Making a complaint

Our customers are the most important part of Superdrug Mobile. We aim to give you a great service and we want you to enjoy being part of the Superdrug family. If we've done something you're unhappy about, we'd love the opportunity to do something positive about it.

Our complaints process allows you to tell us what's gone wrong so we can put it right and provide better service in the future. You can contact our Customer Team by using any of the methods detailed here <https://help.superdrugmobile.com/en/articles/1778310-how-do-i-contact-superdrug-mobile>

We aim to resolve your complaint as soon as possible and will keep you updated on when and how we propose to resolve it. We do our best to resolve all complaints within 14 days.

The complaints process

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 superdrugmobile.com/complaints), you'll receive an instant automatic reply with a complaint reference number so it's easy to track.
- We'll do everything we can to resolve your complaint. If we haven't been able to resolve it, you can refer your complaint to the Communications & Internet Services Adjudication Scheme (CISAS) for free. If we are unable to reach agreement within 8 weeks, we will provide details of how to contact CISAS.

CISAS is an independent dispute resolution scheme that impartially resolves communications and internet services complaints that cannot be resolved between a customer and provider. Superdrug Mobile will be bound by its decision if a case is accepted.



CISAS will only consider complaints which are over 8 weeks old or where there is a deadlock situation. A deadlock arises when we believe we've done everything we can to resolve your complaint and have been unable to reach an agreement with you.

You can request a deadlock letter from the advisor dealing with your complaint. Please be aware that, if we are actively working on a resolution, expect to resolve the complaint, or if your complaint falls outside CISAS's scope, we may not issue a deadlock letter.

On occasions we may receive malicious complaints, which neither CISAS nor Superdrug Mobile will respond to.

CISAS Contact Details:

Phone: +44 (0)20 7520 3814

Post: CISAS, Communications & Internet Services Adjudication Scheme, 100 St Paul's Churchyard, London, EC4M 8BU

Email: cisas@cedr.com

Website: <https://www.cedr.com/consumer/cisas/>

If your complaint relates to an online purchase, you may also seek independent advice on alternative dispute resolution options. However, CISAS is the appropriate ADR scheme for Superdrug Mobile services.