

This Complaints Code of Practice explains step by step how you can make a complaint about our services. We will do our best to resolve your complaint and improve our services. If we can't do so in 8 weeks, you can refer your complaint further to the Ombudsman.

1. By phone

Please call us at +44 7973000186 and our customer service team will do the best to solve the complaint right away. Please note that charges may apply, and we may record your call for training purposes.

2. Write to us

If you write to us, please include the details of the complaint and your personal information (your name, mobile number, address, daytime telephone number) for identification. Alternatively, you can use the [Contact Us Form](#).

Please write to us at:

Email: [csuk@cmlink.com](mailto:csuk@cmlink.com)

Mail: China Mobile International (UK) Limited

6/F, 90 Cannon Street EC4N 6HA, London, United Kingdom

3. The Ombudsman

If it has been 8 weeks after you have lodged your first complaint by the above methods but we are still unable to resolve the matter to your satisfaction, you can refer the complaint to the Ombudsman Services. The contact information is as follows:

Ombudsman Services: Communications

PO Box 730

Warrington

WA4 6WU

Telephone: 0800 440 1614

Ombudsman Services is an independent body which will look into your complaint. This service is free of charge. Please go to [www.ombudsman-services.org/sectors/communications](http://www.ombudsman-services.org/sectors/communications) for more details.

4. Extra information

If you need further information on your consumer rights, you can go to your local Citizen Advice Bureau for more help and advice.