

What to do if your issue isn't resolved

If you've followed our internal customer complaints procedure and you're not satisfied with the outcome, your complaint can be investigated by our regulatory bodies. These regulatory bodies are independent to Aerial Direct and you'll not be charged for making a complaint.

If you've a financial service and you wish to make a complaint, please contact the Financial Ombudsman Services. If you don't have a financial service but wish to make a complaint, please contact the Ombudsman Services.

Prior to making a complaint to the regulatory bodies a period of 8 weeks should have passed to allow Aerial Direct the opportunity to resolve your initial complaint. You will not be charged for making a complaint.

Ombudsman Services (OS) & Financial Ombudsman Services (FOS)



Online:

OS - www.ombudsman-services.org/sectors/communications/complain-now

FOS - <http://www.financial-ombudsman.org.uk/consumer/complaints.htm>



In Writing:

Ombudsman Services:
Communications
PO Box 730
Warrington
WA4 6WU

In Writing:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Ofcom



Online:

www.ofcom.org.uk/complaints-to-ofcom



In Writing:

Ofcom
Riverside House
2a Southwark Bridge Road
London
SE1 9HA



Phone:

0300 123 3333 or 0207 981 3040