



Customer Code of Practice relating to customer complaints and dispute handling

Please contact us by email help@coopmobile.coop or by phone Jersey 01534 680 068, Guernsey 01481 200 200 if you would like a large print or dyslexia friendly version of this document

At COOP Mobile, we are committed to providing you with the best customer service possible, across all our mobile services and products. However, despite our best efforts, we appreciate that we may not always get things right and things can go wrong.

Our commitment to you includes how we look to resolve any complaints, ensuring that we do so courteously, efficiently and fairly.

This Customer Code of Practice is intended to provide you, our customer and / or member, with transparency as to how your COOP Mobile will deal with a dissatisfaction or complaint, the steps involved in doing so and the minimum standards you can expect from us.

1. Who's who

COOP Mobile is the trading name of Offshore Leisure Limited, a wholly owned subsidiary of The Channel Islands Co-operative Society Limited, a society registered with the Financial Conduct Authority on the Mutuals Register with number 14672R.

2. What do we do?

COOP Mobile is a provider of mobile communications services. Some of our services are not provided by us directly, however we take our responsibility for these services to you seriously and will liaise with our suppliers to ensure that any problems arising from their services are resolved promptly.

3. Raising service issues or concerns with us

We understand that service issues can arise and that these can be frustrating. We also know that you may become dissatisfied with the service you are receiving.

Where you have any such concerns or are dissatisfied with the product purchased or service received, please contact us as soon as possible so we can assist you in resolving whatever the issue is.

Please contact us at: help@coopmobile.coop

Or at

Jersey Customer Services on 01534 680 068.

Guernsey Customer Services on 01481 200 200.

Or

Dial 170 from your Coop Mobile.

4. Making a complaint

Sometimes we may not be able to resolve your dissatisfaction or concern, resulting in a formal complaint.

To raise your complaint, please contact us via our Customer Service lines above.

When submitting your complaint please provide as much information as possible.

5. How we will deal with your complaint

We aim to resolve any complaint as soon as possible.

Our complaint handling process includes:

- Receiving your complaint
- Acknowledging your complaint
- Investigating your complaint
- Internal escalation of your complaint (where necessary)
- Responding to your complaint with our decision

5.1 Receiving your complaint

Once we receive your complaint, we may ask you to verify your identity to protect your privacy. We may also ask for further information relating to your complaint to enable us to properly investigate it.

5.2 Acknowledging your complaint

Once we have sufficient information to investigate your complaint, we aim to respond to you within ten (10) working days.

If it turns out that we need more time to consider it (e.g. due to the complexity of the issue), we will keep you updated on our expected response time.

5.3 Investigating your complaint

We will investigate your complaint fully taking account of the information you have provided. Our investigation may include us liaising with our external third-party service providers.

Where we require further information or clarification that will allow us to reach a decision to resolve your complaint we will contact you.

5.4 Internal escalation of complaints

During our investigation it may become apparent that the complaint needs to be escalated internally. Complaints arising from members of The Channel Islands Co-operative Society Limited and who are also customers of the COOP Mobile may be escalated to the Society Secretary to be resolved.

6. Complaint outcomes

Having investigated your complaint, we will notify you of our decision in writing, either electronically or physically. Our decision may include:

- rejecting it on the basis that we do not accept responsibility, or we consider your complaint unfounded
- offering you a form of goodwill either in the form of credit or other means
- in limited circumstances, offering you compensation

Where an offer of goodwill or compensation is made, we will give you time to consider our offer, usually ten (10) working days.

Where your complaint is considered unfounded or is rejected, we will provide you with an explanation why.

7. Your right to refer the complaint to our regulator

Sometimes you may not accept our proposed resolution. Where you are dissatisfied with the outcome of your complaint, then you may direct your complaint to the relevant regulator depending on where you live as outlined in the table below.

Please note that for Jersey originated complaints either party may refer to the JCRA.

| Details | Jersey | Guernsey |
|----------------|---|--|
| Regulator | Jersey Competition Regulatory Authority (JCRA) | Guernsey Competition & Regulatory Authority (GCRA) |
| Email | info@jcra.je | tradingstandards@gov.gg |
| Post | 2nd Floor Salisbury House 1-9 Union Street St Helier Jersey JE2 3RF | Trading Standards Longue Rue St Martin's GY4 6HG |

The regulator will have expected you to have attempted to resolve your complaint with us first, using the process outlined above.

Raising a complaint with us, or referring it to our regulator, does not affect your right to bring a claim in the courts.

8. Information relating to your complaint

We will handle information about your complaint in accordance with our [Privacy Notice](#). Where you have concerns about how we may have handled your personal information related to your complaint you can contact our Data Protection Officer at dpo@channelislands.coop.

9. Changes to this Consumer Code of Practice

From time to time, we may make changes to this Consumer Code of Practice. Where changes are proposed, we are required to give 28 days' notice to both the Guernsey Competition Regulatory Authority ("GCRA") and the Jersey Competition Regulatory Authority ("JCRA") (together "our regulators"). Our regulators may also ask us to make changes to our Consumer Code of Practice.

This Consumer Code of Practice will be published on our website at <https://www.coopmobile.coop/consumer-code/> and where changes are made, we will give one months' notice.

10. Requesting copies of this Consumer Code of Practice

Copies of our commitment to you and this Consumer Code of Practice can be obtained by writing to:

COOP Mobile
Co-operative House
57 Don Street
St Helier
Jersey
JE2 4TR