

What can you do if your issue isn't resolved with us?

If you have followed our internal customer complaints procedure and are still dissatisfied with the outcome, you can escalate your complaint to the Communications Ombudsman Services. These regulatory bodies operate independently of Zappie Communications, and there is no cost to you for lodging a complaint.

For financial service-related complaints, please reach out to the Financial Ombudsman Services. If your complaint does not pertain to financial services, contact the Ombudsman Services instead. Please note that you must wait 8 weeks after your initial complaint to Zappie to give us an opportunity to resolve the issue before escalating it to the regulatory bodies. You will not incur any charges from the initial complaint to the final resolution.

Communication Ombudsman Services



Online

[Click here to visit their website](#)



Email

enquiry@commsombudsman.org



Telephone

0330 440 1614

Financial Ombudsman Services



Online

[Click here to visit their website](#)



Email

complaint.info@financial-ombudsman.org.uk



Telephone

0800 023 4567

1

Contact Us

You can follow our complaints procedure and raise the issue with us initially.

2

Dispute

If your issue has not been resolved, raise your dispute with the Communication Ombudsman.

3

Information

Once your dispute has been raised, you will need to send them your supporting information within 14 days (from when?)

4

Review

The Communication Ombudsman will review your case, then they will provide their solution and decision.

5

Decision

If you choose to accept their decision, we will have 28 days to implement the solution. If you choose to decline the decision, you can pursue the dispute with us in court.