



Complaints Procedure

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Next Review Date: 16th January 2026

Approved by: Sarah Bill/Director

At **Pick Mobile Ltd**, we work hard to make sure your experience with us is as positive as possible. However, if something has fallen below your expectations, we have a clear **Complaints Procedure** to help resolve the issue quickly and simply.

Terms and Conditions

You can access the latest version of our Terms and Conditions on our website (in the footer) or by contacting us directly at hello@pickmobile.co.uk.

Our Complaint Handling Process

We hope that you'll never need to complain about our services. However, if you do, we aim to handle your concern fairly, efficiently, and promptly. We have **8 weeks** to do this before you can escalate to the Ombudsman, using a deadlock letter from us.

We will consider your complaint resolved if we do not hear from you within **28 days** of the resolution offered. Any issue raised after this time will be treated as a new complaint (thus restarting the 8-week period)

Step 1 – Contact Us

The quickest way to resolve your complaint is to contact our **Customer Services Team**. You can reach us in the following ways:

➤ **Phone us on 01543 224037**

Monday to Friday: 9am – 5pm

Please note that calls may be monitored or recorded for training and quality purposes

➤ **Email us at hello@pickmobile.co.uk**

When emailing, please include as much information as possible, for example:

- Your full name & Address
- Your Pick Mobile Ltd account
- Details of your complaint, including the service ID's
- How you would like us to resolve the issue



➤ **By Post at:**

Pick Mobile Ltd
71-75 Shelton Street
Covent Garden
London
WC2H 9JQ

Please do not include sensitive information such as passwords or payment details in your correspondence.

Step 2 – Escalation to an ADR Scheme

If your complaint has not been resolved within **eight weeks**, or if you are unhappy with our final response, you may refer it for **independent review** by an ADR (Alternate Dispute Resolution) Scheme – free of charge. We will provide you with a deadlock letter to enable you to do this.

We are required under the Communications Act 2003 and Ofcom's General Conditions of Entitlement to be a member of an Ofcom-approved ADR scheme. We are a member of CISAS and you can contact them:

- Online: <https://www.cedr.com/consumer/cisas/make-a-complaint/>
- By Phone: 020 7520 3814
- Email: cisas@cedr.com

Please see their FAQ here - <https://www.cedr.com/consumer/cisas/help-guides/#faq-section> and see for example the question:

How much can I claim?

The maximum sum which an adjudicator may award you is £10,000.00. Please note that this sum includes compensation, refunds, credits and waivers.

However, please note that for **inconvenience and distress**, we use the below guide.

Tiers of inconvenience and distress	
Tier 1: moderate	£0 - £50
Tier 2: significant	£50 - £100
Tier 3: serious	£100 - £200
Tier 4: very serious	£200 or more

Whilst the maximum claim cannot exceed £10,000, **for the element of inconvenience and distress, our adjudicators typically do not award more than £100 to £200 in total.**

When seeking a monetary amount, you should be clear and specific in how you have reached the outcome sought.