



Modutel Complaints Code – Consumer Customers

We aim to provide a high standard of service to all our consumer customers. This code explains how you can raise a complaint with us and how we will handle it.

How to Make a Complaint:

- By phone: 023 8051 8847
- By email: customerservice@modutel.co.uk

What Happens Next:

1. We aim to acknowledge your complaint within 5 working days.
2. We aim to resolve your complaint within 10 working days.
3. If your complaint remains unresolved after 8 weeks, or you receive a deadlock letter from us, you may escalate to CISAS (details below).

Alternative Dispute Resolution:

We are a member of the CISAS scheme. CISAS is an independent dispute resolution service approved by Ofcom.

Website: www.cedr.com/cisas

Phone: 020 7520 3827

Email: cisas@cedr.com

