



**Do you have a complaint?**  
**If you have a problem sorting out  
a complaint with your  
communications provider,  
we may be able to help.**



We are the Office of the Telecommunications Ombudsman (Otelo), the service set up to sort out disagreements between public communications providers and their customers.

It is our job to investigate complaints fairly by listening to both sides of the story and looking at the facts.

If we decide to make an award, and you accept it, then your communications provider has agreed to take the action that we have asked for in the final decision.

**We are independent and the service is free to use.**

## **We are here to help**

There are some complaints that we cannot deal with. Please contact us to find out if we can help you.

We issue information in other languages and formats.

Visit our website:

**[www.otelo.org.uk](http://www.otelo.org.uk)**

Phone:

**0330 440 1614** or  
**01925 430 049**

Textphone:

**0330 440 1600** or  
**01925 430 886**

