

CODE OF PRACTICE FOR COMPLAINT HANDLING

1. Introduction

This Code of Practice for Complaint Handling (the “Code of Practice”) sets out how Lidl handles complaints and disputes raised by end-users in relation to the Lidl Connect mobile service provided by TP IRELAND OPERATIONS LIMITED (1GLOBAL), in accordance with the requirements of the Commission for Communications Regulation (“ComReg”). It explains how you can make a complaint, how Lidl will manage your complaint and your right to refer a dispute to ComReg for independent resolution. This Code of Practice does not affect your statutory or legal rights and does not form part of any contract between you and 1GLOBAL. Lidl handles your complaint on behalf of the mobile service provider, 1GLOBAL.

For the purposes of this Code of Practice, “Applicable Law” shall mean all relevant Irish and EU laws which apply to 1GLOBAL during the course of the handling of complaints by Lidl, including, but not limited to, all relevant guidance and decision instruments published by ComReg. As part of the complaint process, Lidl will, on behalf of 1GLOBAL, process your personal data in accordance with its obligations under Applicable Law, including GDPR. For full details on how 1GLOBAL processes your data, please refer to 1GLOBAL’s full Privacy Policy.

2. Contact information

You can contact us through the following complaint handling channels:

- Telephone (Free phone): 1800 00 1482
- Email (Durable Medium): Customer.Services@lidl.ie
- Post: Customer Services, Lidl Ireland GmbH, Main Road Tallaght, Dublin 24, D24 PW6K

Where a complaint is submitted via email, Lidl will provide the complainant with a record of the complaint on a durable medium.

If Lidl offers additional electronic means of contact that do not provide a durable record, this will be clearly indicated, together with information on how you may retain a record of your complaint.

If you require this Code of Practice in an alternative format (including large print or Braille), please contact Lidl using the details above. In line with our obligations under the European Accessibility Act, Lidl and 1GLOBAL will ensure that our complaint handling process and all associated communications are accessible.

3. Complaint handling procedures

1GLOBAL is committed to providing a high standard of service. However, if you are dissatisfied with any aspect of the Lidl Connect service, including billing or customer service, you may raise a complaint with Lidl.

3.1 Definition of a complaint

A complaint means any issue raised by an end-user relating to 1GLOBAL’s services, billing, or complaint handling process where:

- the issue remains unresolved following an initial attempt by us to resolve it and the end-user expresses dissatisfaction; or
- no attempt has been made to resolve the issue and 2 working days have elapsed since the issue was raised.

It is not necessary for an end-user to use the word “complaint”, or to use any other particular word or formula of words, for it to be treated as a complaint.

3.2 Making a Complaint

If you are not satisfied with the Lidl Connect service or wish to raise a complaint, you should contact Lidl using one of the complaint handling channels set out in Section 2.

Where a complaint is raised through a general customer service channel, Lidl will either:

- handle the complaint in accordance with this Code of Practice; or
- transfer or direct you to the appropriate complaint handling channel.

3.3 Complaint Acknowledgement

Lidl will issue a Complaint Acknowledgement via a durable medium within 2 working days of receiving your complaint.

The Complaint Acknowledgement will include:

- confirmation that the complaint has been received;
- the date the complaint was made;
- a unique reference number assigned to your complaint;
- our contact details;
- details of the next steps in the complaint handling process;
- the expected date for issuing a complaint response;
- a link to this Code of Practice; and
- information on your right to refer a dispute to ComReg where:
 - at least 10 working days have elapsed since the complaint was made; or
 - the complaint handling process has been completed.

3.4 Complaint Handling and Response

Lidl will investigate your complaint and issue a complaint response on a durable medium within 10 working days of receiving the complaint.

The complaint response will include:

- a summary of all aspects of the complaint;
- details of the actions taken to investigate and resolve the complaint;

- confirmation of any aspects resolved;
- details of any aspects not resolved and the reasons why;
- details of any proposed resolution and expected timelines (if applicable); and
- information on your right to refer the matter to ComReg if you are dissatisfied or the complaint remains unresolved.

3.5 Ongoing Communication

Where appropriate, Lidl may contact you to request further information or provide updates during the investigation of your complaint.

3.6 Complaint Records

Lidl will record and track all complaints received, regardless of the channel through which the complaint is made.

Records relating to each complaint will be retained for a period of not less than 12 months after the complaint is finally closed, in accordance with the requirements of the Commission for Communications Regulation.

The following minimum information will be recorded:

- a. The complainant's name, account number and contact details, including a telephone number;
- b. The date the complaint was made and the dates of all communications throughout the lifecycle of the complaint, up to and including the date the complaint is closed
- c. A copy of any written complaint or notes of any communication with the complainant relating to the complaint;
- d. Any communications or records created or considered in the course of investigating the complaint, including copies of:
 - the complaint and all associated communications and records;
 - any responses issued;
 - any determinations made in respect of the complaint; and
 - any documentation or records considered in the course of investigating the complaint, including audio and voice recordings, chat transcripts, CRM notes and internal case documentation.

4. Refunds and Compensation

4.1 General refund and compensation

Where appropriate, 1GLOBAL will consider requests for refunds, reimbursements or compensation in connection with complaints, in accordance with the Applicable Law and this Code of Practice.

Any refund, reimbursement or compensation will be assessed on a case-by-case basis, taking into account the nature of the complaint and the circumstances of the individual case.

Where a refund or other form of compensation is deemed appropriate, details will be clearly set out in the complaint response, including:

- the amount to be refunded or compensated (if applicable);
- the method by which the refund or compensation will be provided; and

- any relevant conditions or timelines.

Refunds, where applicable, will generally be made using the same payment method that was used to purchase the Lidl Connect service, unless otherwise agreed with the Complainant.

1GLOBAL operates a Switching and Porting Compensation Scheme in accordance with applicable regulatory requirements. Full details of the scheme, including eligibility criteria, compensation levels and how to submit a claim, are set out in our [Switching and Porting Compensation Scheme](#).

4.2 Switching and Porting Compensation Scheme

Compensation may be payable to you if there is a failure or delay in the handling of a switch or a port. To see our compensation scheme, [please click here](#).

5. Escalation of Complaints

Lidl will endeavour to resolve all complaints in a timely and efficient manner.

If you are dissatisfied with the outcome of your complaint, or if your complaint has not been resolved, you have the right to refer your dispute to the Commission for Communications Regulation (ComReg) for resolution.

You may refer your complaint to ComReg where:

- A period of at least 10 days has elapsed since the complaint was made; or
- Our complaint handling procedures have been completed.

ComReg provides a free and independent dispute resolution service for consumers.

Contact details for ComReg:

- Telephone: 01 804 9668
- Address: 1 Dockland Central, Guild Street, Dublin 1, D01 E4X0
- Website: www.comreg.ie

6. Governing Law

This Code of Practice is governed by European Union and Irish law and reflects the obligations set out under applicable electronic communications legislation.