



What to do if your issue isn't resolved

If you've followed our internal customer complaints procedure and you're not satisfied with the outcome, your complaint can be investigated by the Communications Ombudsman Services. These regulatory bodies are independent of Aerial Direct and you'll not be charged for making a complaint.

If you have a financial service and you wish to make a complaint, please contact the Financial Ombudsman Services. If you don't have a financial service but wish to make a complaint, please contact the Ombudsman Services. Prior to making a complaint to the regulatory bodies, a period of 6 weeks should have passed to allow Aerial Direct the opportunity to resolve your initial complaint. You will not be charged for making a complaint from the initial proposal to the final implementation.

Communication Ombudsman Services



Online

[Visit the Communication Ombudsman website](#)



Email

enquiry@commsombudsman.org



Call

0330 440 1614

Financial Ombudsman Services



Online

[Visit the Financial Ombudsman website](#)



Email

complaint.info@financial-ombudsman.org.uk



Call

0800 023 4567

How does the process work?

The Communication Ombudsman Services is committed to ensuring a fair and efficient process for resolving customer disputes, prioritising open communication, impartial assessment, and tailored solutions to help bridge the gap between you and us.

For more information on the process, [visit their website](#).



