

How to lodge a complaint with your provider

Sometimes things can go wrong and it is important that you are aware of what steps you can take to address your issue at the earliest time possible. If you are encountering any problems with your mobile or fixed telephony, and/or internet services, you must, in the first instance, contact your service provider.

Did you know?

In accordance with the Notice on Conditions C08/21 issued by the GRA, all service providers must have a code of practice for the handling of complaints and resolving of disputes. This code of practice must be offered free of charge, to any consumer or end user involved in a complaint or dispute and must also be available on the service provider's website.

If you are still not satisfied with the manner in which your service provider has dealt with your complaint, you can then raise the matter with the GRA's Communications Division using the forms found in the consumer section of the GRA's website.



The points listed below are just a few tips you may wish to consider in order to help you lodge an effective complaint with your service provider, should the need arise:

- Where possible, lodge your complaint in writing, explaining your problem clearly and specifying how you expect the service provider to resolve your complaint.
- State your name and relevant contact details.
- Support your case with copies of any relevant documentation, such as contracts and/or bills and receipts etc.
- Keep record of any of your service provider's representative/s who may be dealing with, including the date and time of your interactions.
- Always keep a copy of any written communications you have exchanged with your service provider.
- Ask for action within a specific and reasonable period.

If you are still not satisfied with the manner in which your service provider has dealt with your complaint, you can then contact the Gibraltar Regulatory Authority (GRA) using the forms found in the consumer section of the GRA's website.

COMPLAINT