

Mr Jack Whittle
266 Station Road
Bamber Bridge
Preston
PR5 6EB

Complaint acknowledgement Letter
4th August 2025

Hello Jack,

We're looking into your complaint – Account number: 225386871

Thank you for getting in touch to let us know about the problems you experienced recently. We're dedicated to giving you excellent customer service, so we want to make sure we do everything we can to fix this problem.

We take all complaints and concerns very seriously, depending on the complexity of your complaint the timescale for us to investigate will vary but we will review as quickly as possible and keep you updated throughout the process. You will receive our Final Response letter (FRL) by no later than 8 weeks from the date you raised your complaint.

We have included a copy of our complaints handling process. You can also find a copy at ee.co.uk/complaints.

We're sorry that you've had cause to complain and please be assured we're doing everything possible to resolve your concerns as quickly as possible.

We'll be in touch with you as soon as possible.

Yours sincerely,

Doug Sykes
EE Executive Complaints



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ee.co.uk

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