

# Our Complaint Statement

February 2020



**We aim to be the Nation's Most Trusted Utility Supplier, so if we've let you down in any way we need to know.**

### **Our promise to you**

We promise to investigate your complaint fully and provide you with a resolution in a timely manner.

We will:

- provide you with an apology
- give you a full explanation
- take appropriate actions to put things right
- arrange compensation in appropriate circumstances

If at any point during the complaints handling procedure you are unhappy with how your complaint is being handled, you may request for your complaint to undergo an internal review. You can also find free, independent advice by contacting the Citizens Advice consumer service anytime during the complaint process.

## Step 1

### Registering your complaint with us

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So that we can deal with your complaint, please get in touch.

If you contact us by **telephone** we will always work to resolve your complaint within **one working day**.

If you contact us by **email or letter**, we will always work to resolve this by **5pm the day after** the letter or email is received.

Of course, some issues take longer to resolve; if this is the case, we'll set your expectations within the above timescales.

Most complaints are resolved at this stage. If you're not happy at any point or your complaint isn't resolved to your satisfaction within the above timescales you may proceed to the **next step**.

#### Automatic Compensation

At Utility Warehouse, your customer satisfaction is important to us so from 17th February 2020 we've signed up to Ofcom's Automatic Compensation scheme for Phone and Broadband services. This means that, if you're eligible, we offer Automatic compensation for:

- Delayed repairs following loss of service;
- Delayed activation; and
- Missed appointments.

You can find out more about the Automatic Compensation scheme on our Help & Support page.

#### email us

**Energy:** [energy@uwdc.co.uk](mailto:energy@uwdc.co.uk)

**Home Phone, Broadband and Mobile:** [csescalationteam@utilitywarehouse.co.uk](mailto:csescalationteam@utilitywarehouse.co.uk)

#### All other services:

[memberservices@uwdc.co.uk](mailto:memberservices@uwdc.co.uk)

#### call us

0333 777 0777

Monday to Friday 9am to 5:30pm

Saturday 9am to 4:30pm

#### minicom /email

0333 003 5643

[hearingsupport@utilitywarehouse.co.uk](mailto:hearingsupport@utilitywarehouse.co.uk)  
(hearing / speech impaired members)

#### write to us

Member Services  
Utility Warehouse  
Network HQ  
508 Edgware Road  
The Hyde  
London  
NW9 5AB

#### visit us

You're welcome to come to our Headquarters in London. Just click here to book an appointment.

## Step 2

### If there's a problem with your complaint

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You may contact our **Member Resolutions Team** if you're not happy with how the complaint has been managed or resolved.

Our Member Resolutions Team is specifically dedicated to resolving your complaint and will carry out an independent internal review to make sure it's resolved to your satisfaction.

If we're unable to reach an agreement, we will write to you explaining our position and final decision.

Remember, you may contact Citizens Advice at any time during the complaint process for free, independent and practical advice.

<b>email us</b>	<a href="mailto:memberresolutions@uwdc.co.uk">memberresolutions@uwdc.co.uk</a>
<b>call us</b>	0333 003 5648 Monday to Friday 9am to 5:30pm Saturday 9am to 4:30pm
<b>minicom</b>	0333 003 5643 (hearing / speech impaired members)
<b>write to us</b>	Member Resolutions Team Utility Warehouse Network HQ 508 Edgware Road The Hyde London NW9 5AB
	<b>Citizens Advice</b>
<b>call them</b>	0345 404 0506
<b>textphone</b>	18001 then 0345 404 0506 (hearing / speech impaired members)
<b>write to them</b>	2nd Floor Fairfax House Merrison Street Leeds LS2 8JU
<b>more info</b>	<a href="http://citizensadvice.org.uk">citizensadvice.org.uk</a>

## Step 3

### If the complaint is unresolved to your satisfaction

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If our Member Resolutions Team hasn't resolved your complaint to your satisfaction after eight weeks of first registering your complaint with us, or we have issued you a letter explaining our position and final decision, and you are still unhappy, then you may contact the **Ombudsman Services**. If referring your case to the Ombudsman Services: **Energy** or **Communications**, you must do this within 12 months of the date we issue you with the deadlock letter stating our final position. If referring your case to the Ombudsman Services: **Financial**, you must do this within 6 months from the date we give our final position.

Ombudsman Services offers a free and impartial service for consumers. They will investigate your complaint and will provide a decision. You can then choose to accept or reject their decision.

If you accept, we must act on their findings. They could ask us to provide an apology, explanation, take remedial action and provide monetary compensation in appropriate circumstances.

If you reject their decision, you may pursue your complaint elsewhere, but you will lose the right to any resolution through the Ombudsman Services.

	<b>Ombudsman Services: Energy</b>
<b>call them</b>	0330 440 1624
<b>write to them</b>	Ombudsman Services: Energy PO Box 966 Warrington WA4 9DF
<b>more info</b>	<a href="http://ombudsman-services.org/energy">ombudsman-services.org/energy</a>
	<b>Ombudsman Services: Communications</b>
<b>call them</b>	0330 440 1614
<b>write to them</b>	Ombudsman Services: Communications PO Box 730 Warrington WA4 6WU
<b>more info</b>	<a href="http://ombudsman-services.org/sectors/communications">ombudsman-services.org/sectors/communications</a>
	<b>Ombudsman Services: Financial</b>
<b>contact them</b>	0800 023 4567 or 0300 123 9123
<b>write to them</b>	The Financial Ombudsman Service Exchange Tower London E14 9SR
<b>more info</b>	<a href="http://financial-ombudsman.org.uk">financial-ombudsman.org.uk</a>