

# Our Complaint Statement

## Electricity & Gas

June 2015

# 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

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 you may ask to speak with a member of our escalations team, who may then refer to either the management team or one of our specialist teams.

If your complaint isn't resolved to your satisfaction within the above timescales you may proceed to the **next step**.

<b>email us</b>	energy@uwdc.co.uk
<b>call us</b>	0333 777 0777 Monday to Friday 9am to 5:30pm Saturday 9am to 4:30pm
<b>minicom / email</b>	0333 003 5643 deafmemberservices@uwdc.co.uk (deaf / speech impaired members)
<b>write to us</b>	Member Services Utility Warehouse Network HQ 508 Edgware Road The Hyde London NW9 5AB
<b>visit us</b>	You're welcome to come to our Headquarters in London. Just <a href="#">click here</a> to book an appointment.

## Step 2

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

If, after reporting your complaint through Step 1, you feel that it hasn't been satisfactorily dealt with by 5pm the following working day, you may contact our **Member Resolutions Team**.

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.

<b>email us</b>	memberresolutions@uwdc.co.uk
<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 (deaf / speech impaired members)
<b>write to us</b>	Member Resolutions Team Utility Warehouse Network HQ 508 Edgware Road The Hyde London NW9 5AB
<b>visit us</b>	You're welcome to come to our Headquarters in London. Just <a href="#">click here</a> to book an appointment.

## Step 3

### If the complaint is unresolved to your satisfaction

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: Energy**. If referring your case to the Ombudsman Services: Energy, you must do this within 12 months of the date we issue you with the deadlock letter stating our final position.

Ombudsman Services: Energy offers a free and impartial service for gas and electricity 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: Energy.

Remember, you may contact **Citizens Advice** at any time during the complaint process for free, independent and practical advice. The 'Know Your Rights in a Changing Energy Market' leaflet is available on their website and may help you.

	<b>Ombudsman Services: Energy</b>
<b>call them</b>	0330 440 1624
<b>textphone</b>	0330 440 1600 (deaf / speech impaired members)
<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>Citizens Advice</b>
<b>call them</b>	0345 404 0506
<b>textphone</b>	18001 then 0345 404 0506 (deaf / speech impaired members)
<b>write to them</b>	Citizens Advice Consumer Service Post Point 24 Town Hall Walliscote Grove Road Weston-super-Mare BS23 1UJ
<b>more info</b>	<a href="http://citizensadvice.org.uk/energy">citizensadvice.org.uk/energy</a>