

Our Complaint Statement

February 2019

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

email us	Energy: energy@uwdc.co.uk Home Phone, Broadband and Mobile: csescalationteam@utilitywarehouse.co.uk All other services: 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 (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

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.

email us	memberresolutions@uwdc.co.uk
call us	0333 003 5648 Monday to Friday 9am to 5:30pm Saturday 9am to 4:30pm
minicom	0333 003 5643 (hearing / speech impaired members)
write to us	Member Resolutions Team Utility Warehouse Network HQ 508 Edgware Road The Hyde London NW9 5AB

	Citizens Advice
call them	0345 404 0506
textphone	18001 then 0345 404 0506 (hearing / speech impaired members)
write to them	2nd Floor Fairfax House Merrison Street Leeds LS2 8JU
more info	citizensadvice.org.uk

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**. 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.

	Ombudsman Services: Energy
call them	0330 440 1624
write to them	Ombudsman Services: Energy PO Box 966 Warrington WA4 9DF
more info	ombudsman-services.org/energy

	Ombudsman Services: Communications
call them	0330 440 1614
write to them	Ombudsman Services: Communications PO Box 730 Warrington WA4 6WU
more info	ombudsman-services.org/sectors/communications

	Ombudsman Services: Financial
contact them	0800 023 4567 or 0300 123 9123
write to them	The Financial Ombudsman Service Exchange Tower London E14 9SR
more info	financial-ombudsman.org.uk