

Independent Organisations

Citizens Advice

The Citizens Advice Consumer Service provide free, confidential and impartial advice on consumer issues. To 'Know your rights' visit www.citizensadvice.org.uk/energy for up to date information.

Contact Citizens Advice:

Call **03454 040 506**

Website **www.adviceguide.org.uk**

Address Citizens Advice
Consumer Service,
PO Box 833, Moulton Park,
Northampton NN3 0AN

The Energy Ombudsman

The Ombudsman can help if your complaint is unresolved by us as your supplier after eight weeks or if we cannot agree on a resolution (we call this 'deadlock'). We will write to you explaining our position and your right to refer your complaint to the Energy Ombudsman.

The Ombudsman's role is to help to resolve complaints. It is an independent service and free for customers to use. It has the authority to resolve complaints by requesting any or all of the following:

- an apology from us
- an explanation of what went wrong
- a practical action to be taken to correct the problem
- a financial award

If you accept the Ombudsman's decision we are obliged to take this action.

The Ombudsman can also decide that the actions we have already taken, as your supplier, are suitable and no further action is required. You can decline to accept the decision and you will not be bound by it or incur any charge.

The Energy Ombudsman is approved by Ofgem, the UK gas and electricity regulator under the Consumers, Estate Agents and Redress Act 2007.

Contact the Energy Ombudsman:

Call **03304 401 624**

Fax **03304 401 625**

Text **03304 401 600**

Email **enquiries@os-energy.org**

Website **www.os-energy.org**

If you wish to pursue your complaint elsewhere, you are free to do so however, you would lose your right to resolve the complaint through the Ombudsman.

There are Complaints Handling Regulations in place for the energy industry. If you would like a copy of the Gas and Electricity (Consumer Complaint Handling Standards) Regulations 2008 SI.2008 No.1898, please visit legislation.gov.uk

To get a paper copy, simply call the Stationery Office on 08706 005 522.

Complaints

What happens if you are unhappy with our service?

At Utilita Energy we pride ourselves on delivering excellent customer care, but we understand we may not always get everything right.

If you are not satisfied with any part of our service, we want to know. We take all complaints very seriously and any feedback we receive is used to further develop and improve our service, staff performance and products.

Making a complaint

If you contact us because you are unhappy with our service, we are confident that our Customer Care Team will be able to provide you with a quick and effective resolution. However, if we are unable to resolve any matter to a satisfactory level, our Complaints Handling Procedure is simple and we've made sure it is easily available to customers. It takes you through the steps involved in making a complaint, including:

- How we will try to resolve it
- Where you can seek impartial advice
- How to refer your case to the Energy Ombudsman if you are not satisfied with the final outcome

Complaints Handling Procedure

1

Please contact us

If you're unhappy with our service you can notify us by phone, email or post:

Call our Customer Care Team **03452 072 000**

Email us **customerservices@utilita.co.uk**

Write to us **Utilita Energy Limited, Secure House, Moorside Road, Winchester, SO23 7RX**

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Resolving your complaint

The process for how we will attempt to resolve your complaint will depend upon how you raised the complaint with us.

If you raised the complaint over the phone: Our aim is to resolve any complaint on the first call. All of our Customer Care Advisors are trained to deal with complaints, but if they are unable to resolve your query, they will escalate it to a specialist team or seek assistance from a manager.

If we cannot solve the problem at this first point of contact and we have not done so within 24 hours, or if the matter requires further investigation, we will call you or write to you (if we can't get through to you over the phone) to let you know. We will then continue to keep you updated with the status of your complaint.

If you have informed us of your complaint by letter or email: We will respond to you via the same contact method, (unless you specifically request otherwise) within 5 working days of us receiving your complaint.

Each complaint is dealt with on an individual basis so we can deliver appropriate responses and take a suitable course of action tailored to each individual customer's circumstances. Typically the outcome of a complaint may consist of any of the following:

- an apology
- an explanation
- the taking of appropriate remedial action by the regulated provider
- the award of compensation in appropriate circumstances

If we are not able to resolve your query immediately we will tell you within 5 working days and explain the next steps we plan to take. You should expect to receive a full and detailed response within 10 working days of your first letter or email.

If you tell us that you are still not satisfied with the outcome, we will pass the matter on to a Customer Relations Team Leader. In this instance you can expect to receive our final response by letter within 5 working days of the Team Leader receiving your complaint.

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If your complaint has still not been resolved

If you are unhappy with the way your complaint has been handled, we can provide you with an internal review of its handling to ensure that it has been or it is being dealt with appropriately.

We do all we can to ensure that complaints are resolved in a satisfactory and timely manner, and go above and beyond to avoid unresolved issues. However, if you are still unhappy about the final outcome or how we have handled your complaint you will be able to refer your complaint to the Energy Ombudsman. Please see overleaf for further information.

What happens if you are unhappy with persons working on our behalf?

Sales Agents (Door-to-door)

We are pleased to work with external sales agents who might knock on your door to offer you information about our services. All representatives are trained to meet our high standards of service, however, if they fall short of these standards and you raise a complaint with us, the following steps are taken:

1. We pass the complaint on to the management company of the DTD sales agents, within 48 hours
2. They will contact you within 5 working days of receipt
3. They aim to resolve all complaints within 10 working days
4. If you are not satisfied with their resolution, it is passed back to us for review and we will try to help reach a satisfactory resolution
5. If we believe a suitable resolution has been offered, a 'deadlock' letter will be issued

Engineers

In order to deliver the best service possible, we sometimes outsource engineering work to external Meter Operating companies. All engineers are trained to meet our high standards of service, however, if they fall short of these standards and you raise a complaint with us, the following steps are taken:

1. We pass the complaint on to the engineering contractor, within 48 hours
2. The contractor will contact you within 48 hours of receipt
3. They aim to resolve all complaints within 10 working days
4. If you are not satisfied with their resolution, it is passed back to us for review and we will do all we can to help reach a satisfactory resolution
5. If we believe the contractor has offered a suitable resolution, a 'deadlock' letter will be issued

If you are unhappy with the final outcome of either an engineer or sales agent complaint, there are independent organisations that can help. Please see the back page for more information.



Our Complaints Performance

We carefully record and monitor all the complaints we receive and we regularly publish these results on our website. You can view our performance at **www.utilita.co.uk/complaints-performance**

We also report our complaints performance to Citizens Advice and Ofgem, along with all other suppliers.

You can download our annual Complaints Handling Reports at **www.utilita.co.uk/complaints**



Download a copy

For a downloadable copy of this document and our Complaints Handling Procedure, please visit **www.utilita.co.uk/complaints**

Alternatively you can ask us to post a copy to you, just contact us on **03452 072 000**.