

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	Visit www.utilita.co.uk/complaints
Write to us	Utilita Energy Limited, Hutwood Court, Bournemouth Road, Chandler's Ford, SO53 3QB

If you would prefer to speak to someone face to face, you can visit one of our Contact Centres and our aim is to ensure any issues are resolved by the end of your visit. Please contact us for the details of your nearest office.

2

RESOLVING YOUR COMPLAINT

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 any issue, but if they are unable to resolve your complaint, they will escalate it to a specialist team or seek assistance from a manager. We understand that we may not always be able to resolve your issue on the first call. If your complaint requires further investigation, one of our Complaints Specialists will arrange to contact you back at a time that is convenient for you.

If you have informed us of your complaint by letter or email: We aim to completely resolve your issue to your satisfaction within 5 working days. A Complaints Specialist will always try to contact you by telephone before responding in writing, unless you specifically request otherwise. Please include your account number, name, contact number and full address so that we are able to contact you back.

If we are not able to resolve your complaint immediately we will tell you within 5 working days and explain the next steps we plan to take in order to come to a resolution.

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
- the award of compensation in appropriate circumstances

We may also provide you with an award of compensation in certain circumstances, where we've failed to follow our obligations in our Sales and Marketing practices.

3

IF YOU'RE UNHAPPY WITH OUR RESOLUTION

If you're 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. If you wish for us to conduct a review of your complaint please contact our Contact Centre Director with your account number, name, contact number and full address.

Call: **01962 679 022**

Email: contactcentredirector@utilita.co.uk

Write to us at: Contact Centre Director, Utilita Energy Limited, Hutwood Court, Bournemouth Road, Chandler's Ford, Eastleigh, SO53 3QB

We will endeavour to conduct a full independent review of your complaint and provide a resolution within 5 working days.

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 you will be able to refer your complaint to other independent organisations such as Citizens Advice or the Energy Ombudsman. Please see below 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 a number of sales agents who might knock on your door to offer you information about our services.

All our 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 will log all the details of your complaint and pass it onto the appropriate internal team to conduct an investigation.
2. We will contact you within 5 working days of your complaint being logged with an update.
3. We aim to provide you with a full resolution within 10 working days.
4. We know there are some issues that require further investigation in order to provide a full resolution. Our Complaints Specialists will keep you updated with the progress of your complaint until it is closed.

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, or internal engineering manager within 48 hours
2. You will be contacted within 5 working days of your complaints being logged with an update.
3. We aim to provide you with a full resolution within 10 working days.
4. We know there are some cases that may require a site visit or a more technical investigation in order to provide a resolution. Our Complaints Specialists will keep you updated with the progress of your complaint until it is closed.



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 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 utilita.co.uk/complaints



DOWNLOAD A COPY

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

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