

# Complaint Handling Procedure

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**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.

We're confident that our Customer Care Team will be able to provide you with a quick and effective resolution, however in those rare cases where we are unable to fix things straight away, we'll make sure it gets escalated to our dedicated complaints team.

**If you have a problem, just follow these simple steps.**

## > Step 1: Contact us

Call our Customer Care Team on **0345 2072 000**. Or email us at [customerrelations@utilita.co.uk](mailto:customerrelations@utilita.co.uk)

(Please include your account number, name, contact number and full address so we can link it to your account).

Write to us at:

**Freepost RTXA-BEUG-KLGH**  
**Utilita Energy Limited**  
**Hutwood Court**  
**Bournemouth Road**  
**Chandler's Ford**  
**Eastleigh**  
**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.

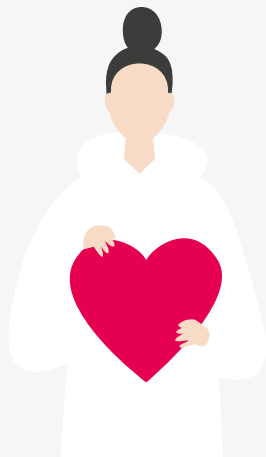


## > Step 2: Reaching a resolution

Our aim is to resolve any complaint on the first contact. If your issue is going to require time to investigate before it can be resolved, we'll escalate it to one of our complaints specialists who will make sure you receive regular updates.

If you are raising a complaint via letter or email, a complaints specialist will always try to contact you by telephone before responding in writing, unless you specifically request otherwise. Depending on the detail in your complaint, we will either respond with a request for more information or a proposal of how we'd like to fix your problem.

If your complaint is regarding a person or company that is working on our behalf (e.g. a sales representative or engineer) then we may have to contact them for information as part of our investigation. While we still hope to resolve your issue quickly, it may take up to 10 working days before we will be able to provide you with an update.



The outcome of your complaint will typically include one or more of the following:

- ✓ An explanation of what went wrong
- ✓ An apology
- ✓ Taking action(s) to fix it
- ✓ Compensation (when appropriate)

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.

### Internal Review

If you are unhappy with the way your complaint was handled, you can request for an internal review of its handling. If we determine there have been shortfalls in service, we may update your resolution.

On the other hand, we may agree with the actions taken and our response will remain unchanged.

## Step 3: Escalating (if required)

### Ombudsman Services

If we fail to resolve your complaint within 8 weeks or we disagree on the resolution and have issued a final response 'Deadlock', you will then have up to 12 months to refer your complaint to the Energy Ombudsman.

The Energy Ombudsman is a free and independent service that can provide a further review of your complaint. They will fully consider your case to check if we have done something wrong, and if so they can require us to put things right.

However, they may instead agree with the actions we've taken and require us to take no further action as the final resolution. This would mean we wouldn't be able to provide you with any previously offered resolution. While we must follow any actions requested by the Ombudsman, you are not required to accept their decision.

T **0330 440 1624**

T **0330 440 1600** (for text only)

E [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

W [ombudsman-services.org/energy](http://ombudsman-services.org/energy)

Write to them at:

**Ombudsman Services**

**Energy**

**PO Box 966**

**Warrington**

**WA4 9DF**

### Citizens Advice and Advice Direct Scotland

We're here to help if you're having trouble with your energy. Our Customer Care Team provides a wide range of support services if you need help to manage your energy supply. To speak to someone, call us today on **0345 072 000**.

Contact Citizens Advice or Advice Direct Scotland if you need help with an energy problem – for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official sources of free and independent energy advice and support.

If you live in England or Wales, go to [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or contact the Citizens Advice consumer service on **0808 223 1133**. Calls are free.

If you live in Scotland, go to [energyadvice.scot](http://energyadvice.scot) or contact Advice Direct Scotland on **0808 196 8660**. Calls are free.



### Our complaints performance

We carefully record and monitor all the complaints we receive and publish the results on our website – [utilita.co.uk/about/complaints-performance](http://utilita.co.uk/about/complaints-performance)

Let us know if you'd like us to post a free copy of this Complaints Handling Procedure to you.