

Complaints Procedure

As a company we are constantly striving to improve our service to you. If you are not happy with the level of service you have received then we want to address this for you as quickly as possible. We take complaints very seriously and we will follow the process shown below to resolve your issue.

Step 1

If you wish to make a complaint please contact the Complaints Team in our Operations Department.

You can do this by email; complaints@gdfsuezuk.com or call us on 0113 205 3198

Our actions

We will try to resolve your complaint immediately. If this is not possible, we will contact you within 2 working days with an update.

If the complaint cannot be dealt with immediately you will be given a complaint reference number for future contact purposes.

Step 2

Where we have not been able to resolve your complaint within 10 working days or you feel it has not been resolved satisfactorily we will escalate this to a manager.

Our actions

We are committed to resolving your complaint as quickly as possible. You will receive regular updates about the progress of your issue.

Most complaints will be resolved within a further 10 working days, however some issues can take longer where third parties are involved.

Step 3

If by this stage we have not been able to agree a way forward for your complaint then your issue will be escalated to the Head of Department who will review your case.

Our actions

Once referred the Head of Department will review all actions we have taken and any correspondence between us. You will then receive a letter explaining our final position.*

The Energy Ombudsman

*If you do not agree with our final response or we have not resolved your complaint within 8 weeks, you can take your issue to the Energy Ombudsman. They are a free and independent service specialising in impartially resolving customer complaints, and we will stand by their decision. This is only available to small businesses, please visit their website to see who can use the service.

Telephone: 0845 055 0760 or 01925 530 263
Textphone: 18001 0845 051 1513 or 18001 01925 430 886

Email: enquiries@energy-ombudsman.org.uk

Or alternatively, visit <http://www.energy-ombudsman.org.uk> for more information.