

Our complaints process

The purpose of this document is to let you know:

- what to do if you need to make a complaint to the Utility Warehouse, and
- what you can expect from us, should you make a complaint.

Aims of our complaints process

We aim for the highest standards in customer service. However, there may be occasions when you wish to complain.

We aim to resolve your complaint to your satisfaction the first time you raise it with us. If we cannot do so, this process shows you what other steps you can take.

If we reach the end of our complaints process without resolving the problem to your satisfaction, you will be able to take your complaint to an external body: you will find relevant details later in this document.

We view complaints as an opportunity to improve the service we provide to all of our customers. Should we fall short of the high standards you have every right to expect of us, please do not hesitate to let us know.

Gas and electricity: The Public Gas Transporter is responsible for both the distribution supply pipe to your property and the meter, which allows you to use natural gas. The Regional Electricity Company is responsible for the distribution cables and the meter which bring electricity into your home. If your query or complaint relates to this technical side of your supply, we will liaise with the appropriate organisation to address your complaint.

There may be occasions when compensation is payable to you because of situations outside our control, such as loss of supply. This compensation payment, payable by the Public Gas Transporter or the Regional Electricity Company, will be passed on to you without delay.

Mis-selling: we have a number of measures in place to ensure our sales and marketing activities are consistent, accurate, and within industry guidelines. We take any allegations of mis-selling very seriously, and will investigate thoroughly. Should you be the victim of mis-selling, you may be entitled to compensation.

Possible outcomes of your complaint

If you make a valid complaint against us, we will address it in a fair and timely way. We will apologise where appropriate, and you may be entitled to compensation. We will take other appropriate action depending on the individual situation.

If you need to complain

Please follow the steps, in order, and make sure that each step is completed before moving on to the next.

Please note: if you wish to arrange to discuss your complaint face to face with a member of our Customer Service team, you can do so at our Dryden House office (details are at the end of this document). Please call our Customer Service team to arrange an appointment.

Also; if you email or write to us, we may reply to you by telephone if we believe that doing so will be the quickest and simplest way to resolve your complaint.

Step one

Please call or write to our Customer Service team.

We will need your name, contact telephone number and account number, and as much relevant information about the situation as you can give us.

All our customer service staff are trained in dealing with customer queries and complaints, and we aim to resolve any complaint at this first point of contact.

Call: 0844 815 7777. Lines are open: 9.00am to 5.30pm Monday to Friday and 9.00am to 4.30pm on Saturday.

For customers who have difficulty in using a normal telephone because of hearing or speech difficulties, and who have their own textphone; you can contact us on our Minicom system on 0844 576 3500, or through Typetalk, the BT textphone service.

Email: memberservices@telecomplus.co.uk

Post: **Member Services**
The Utility Warehouse
Network HQ
333 Edgware Road
London NW9 6TD

If you email us, we aim to reply within two working days of receiving your complaint. If you write to us by post, we aim to reply within five working days of receiving your complaint.

Step two

If you are not satisfied with the response to your initial complaint and any subsequent correspondence (it may take more than one call/email/letter to resolve your complaint at Step one), and you would like your complaint to be reviewed by a more senior member of our team, you can:

Call our Customer Services team and arrange to speak with a Manager. A Manager will review your complaint and how it was handled, will liaise with colleagues as necessary, and will call you back in order to try and resolve your complaint.

Or write to:

The Customer Services Manager
The Utility Warehouse
Network HQ
333 Edgware Road
London NW9 6TD

She/he will review your complaint and how it was handled, will liaise with colleagues as necessary, and will reply to you in order to try and resolve your complaint.

We will aim to respond to your query within five working days of receiving it.

Step three

Again, it may take more than one call/email/letter to resolve your complaint at Step two.

But if you have completed steps one and two, and you are still not satisfied with our response to your complaint, you can contact the Chief Executive's office.

Please note: if you contact the Chief Executive's office before you have completed steps one and two, your complaint will not be handled by the Chief Executive's office.

You can: call our Customer Services team and arrange to speak with the Chief Executive's office. A member of the Chief Executive's senior staff will review your complaint and how it was handled, will liaise with colleagues as necessary, and will call you back in order to try and resolve your complaint.

Or write to:

The Chief Executive's Office
The Utility Warehouse
Network HQ
333 Edgware Road
London NW9 6TD

We will aim to reply to your letter within 10 working days of receiving it.

Step four

If you feel that your complaint is still unresolved, or if we have given you our final position and you do not accept it, you will need to refer your complaint to an external body.

General complaints

Consumer Direct

For general complaints on issues affecting you as a consumer, contact Consumer Direct, a government-funded telephone and online service offering information and advice:

Phone: 08454 04 05 06

Minicom: 08451 28 13 84

Website: www.consumerdirect.gov.uk

Other sources of independent advice are:

Citizens Advice

You will find the contact details for your local Citizens Advice Bureau in the phone book, or online at www.citizensadvice.org.uk

Age Concern

Phone: 0800 00 99 66

Website (with online enquiry form): www.ageconcern.org.uk

Complaints about specific products or services:

Gas and/or Electricity

If you have not received a satisfactory resolution to your complaint after eight weeks from when you first raised it with us, or if we have told you our final position and you are not satisfied with that, you can take your complaint to the Energy Ombudsman.

They offer a free and independent service specialising in resolving customer complaints in an impartial way, and we agree to abide by the decision they make.

You can contact them on:

Telephone: 0845 055 0760

Textphone: 18001 0845 051 1513 or 18001 01925 430 886

email: enquiries@energy-ombudsman.org.uk

Home Phone/Mobile/Internet (including BroadCall)

If you have not received a satisfactory resolution to your complaint after 12 weeks from when you first raised it with us, or if we have told you our final position and you are not satisfied with that, you can take your complaint to Otelo, the Office of the Telecommunications Ombudsman.

Phone: 0330 440 1614 or 01925 430 049 or 0845 050 1614

Text Phone: 0330 440 1600 or 0845 051 1513

Fax: 0330 440 1615 or 01925 430 059

Website (with online enquiry form): www.otelo.org.uk

Post: Otelo, PO box 730, Warrington WA4 6WU

CashBack card

If we fail to resolve your complaint to your satisfaction, you can take your complaint to the Financial Ombudsman Service.

Phone: 0845 080 1800 or 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Post: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR

Contacting the Utility Warehouse

If you or someone you know would like a copy of this guide in large print, Braille or on audio cassette, or have any other queries, please contact our Customer Service team:

Member Services
The Utility Warehouse
Network HQ
333 Edgware Road
London NW9 6TD

Phone: 0844 815 7777
E-mail: memberservices@uwdc.co.uk
Website: www.uwdc.co.uk
Minicom: 0844 576 3500