



Complaints Procedure

We believe that our Customers are our most important assets, so excellent customer service is always our top priority. However, we also recognise that things can sometimes go wrong and it is important to resolve such queries as soon as possible.

If for any reason you believe that we have fallen short of our high standards of service, or would like to provide us with some feedback, or you would like to make a formal complaint then please let us know.

There are three key stages to our complaints procedure, details of which are set out below.

Step One: Get in touch

Step Two: Escalate your complaint

Step Three: Independent Arbitration

Step One:

Raise the complaint with the relevant person in Crown Gas & Power.
Call us on 0161 762 7744 (during normal office hours) or email the details to us at: complaints@crowngas.co.uk and we will ensure that your complaint is passed to the right person and acknowledged within 2 business days.

We are committed to resolving the issue to your satisfaction. Should the person you contact be unable to resolve your complaint immediately, they will write to you and advise you of a 28-day time scale for resolution. If we are unable to meet this timescale we will contact you and advise you of a new date for resolution, providing a reason why this change is required.

We will keep your complaint open for 28 days following our resolution after which we will formally close the complaint.

Step Two:

If you're still unhappy with the way in which we have resolved your complaint in Step One, or have any ideas on how we might improve our service moving forward, you may ask that your complaint is reviewed by a Senior Manager. You can do this by addressing your complaint to: *The Office of the Director, Crown Gas and Power, Crown Point, Heap Bridge, Bury, BL9 7HY*. You will receive an acknowledgement, from the Senior Manager appointed by the Director, within 3 working days.

The Senior Manager will then reply to your complaint within 28 days. We will keep your complaint open for 28 days following our resolution after which we will formally close the complaint.

At this stage, if we're unable to reach a solution you are happy with, we may send you a letter advising of our **final position**. You can then either accept this, or choose to pursue the matter further through other avenues. We will keep your complaint open for 28 days following our final position after which we will formally close your complaint.

Step Three:

Crown Gas & Power is a member of the Ombudsman Scheme and we would signpost you to their services.

The Energy Ombudsman is a free and independent organisation that works together with energy suppliers and consumers to reach a satisfactory resolution to their complaints. If you're not happy with the way we are dealing with your complaint, the Ombudsman may be able to help with your issue and make an impartial decision on the action required.

You can contact the Energy Ombudsman when:

- We send you a letter confirming our **final position**. You must contact them within six months of receiving this letter if you're still unhappy with the way we have dealt with your complaint.
- We have not sent you a final position letter, but at least eight weeks from your initial complaint have passed. You must contact them within nine months of making your initial complaint to us.

Please note that to qualify for the Energy Ombudsman's advice you must:

Have an annual consumption of electricity of not more than 100,000 kWh, or gas consumption of not more than 293,000 kWh; or have fewer than 10 employees (or their full-time equivalent), and an annual turnover or annual balance sheet total not exceeding €2 million.

The Energy Ombudsman: Energy Ombudsman, PO Box 966, Warrington WA4 9DF
Telephone: 0845 055 0760 / **Email:** enquiries@os-energy.org

Alternatively, you may wish to use the Citizens Advice consumer service. The Citizens Advice consumer service provides free and independent help and advice to small businesses on energy issues from contract issues to making a complaint, or advice if you're struggling to afford your bills.

Contact the Citizens Advice on 03454 04 05 06 or visit www.adviceguide.org.uk.