



Customer 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 Complaint Procedure, details of which are set out below.

Step one: Get in touch

Raise the complaint with the relevant person at 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 two 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 timescale 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: Escalate your complaint

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 & Power, Crown Point, Heap Bridge, Bury, BL9 7JR**. You will receive an acknowledgement, from the Senior Manager appointed by the Director, within three 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: Independent arbitration

Crown Gas & Power is a member of the Ombudsman Scheme and we would signpost you to their services. The Ombudsman is a free and independent organisation that works together with 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 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 it has been at least eight weeks since your initial complaint has passed. You must contact them within nine months of making your initial complaint to us

To qualify for the Ombudsman's advice, you must qualify as a microbusiness meaning your business satisfies one of the following requirements:

- An annual gas consumption of no more than 293,000kwh, or a comparable electricity consumption of no more than 100,000kwh
- Fewer than 10 employees (or their full-time equivalent) and, an annual turnover or annual balance sheet no greater than €2 million

Contact

Energy Ombudsman, PO Box 966, Warrington WA4 9DF

0845 055 0760

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 with contract issues to making a complaint, or advice if you're struggling to afford your bills.

Contact the Citizens Advice consumer service on **03454 04 05 06** or visit

www.adviceguide.org.uk.

Crown Gas & Power, Crown Point, Heap Brow, Bury, BL9 7JR

t: 0161 762 7744 w: www.crowngas.co.uk e: hello@crowngas.co.uk

Crown Gas & Power is the general term applied to the companies Crown Gas and Power Limited (Co Reg. 07980591, VAT No: 188 8866 22) and

Crown Oil Ltd T/A Crown Gas & Power (Co Reg. 1315556, VAT No: 305 0891 79)

Registered in England and Wales | The Oil Centre Prettywood, Bury New Road, Bury, Lancashire, BL9 7HY