

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 please consider the steps below.

Step one: Get in touch

If for any reason you believe that we have fallen short of our high standards of service, then please do not hesitate to get in touch*.



Email us at:
complaints@crowngas.co.uk



Chat with us at:
www.crowngas.co.uk



Call us on:
0161 762 7744

We are committed to putting things right as quickly as we can, however, should the person you contact be unable to provide a prompt resolution we will ensure that your case is passed to our dedicated team.

Our team will acknowledge receipt within 2 business days and work to understand the circumstances around your complaint while providing clear updates throughout, including details of any actions we are taking to put things right and how long these may reasonably take.

We aim to reach an acceptable resolution within 28-days of acknowledging your complaint.

***If your complaint specifically relates to way in which you were sold a contract by an Energy Broker, or the services provided by that Energy Broker, then you may have the right to complain to them directly. If you choose to also notify us of your complaint, we will maintain a record of your contact and provide any information that we may hold or control relation to your complaint.**

Step two: Escalate your complaint

If you are still not satisfied with the way in which we have handled your complaint in step one, or we have been unable to reach a mutually acceptable resolution within the first 28-days, your case may be escalated to our Customer Operations Manager.

They will then review your case in full to understand what else we may be able to do to resolve the matter. We endeavour to reach a mutually agreed resolution within 14 days of escalation.

However, where we cannot agree, we will provide you with our final position in the form of a 'deadlock letter'. You can either accept this position or choose to pursue the matter further through other avenues.



Step three: Independent arbitration

We hope to resolve your issue internally but if we have exhausted our internal complaints procedure you may wish to seek independent arbitration or advice.

Energy Ombudsman

Crown Gas & Power is a member of the Ombudsman Service, meaning any **Micro business customer*** who exhausts our internal complaints procedure may escalate their case to the Ombudsman's free and impartial dispute resolution service.

You will be considered to have exhausted our complaints procedure if either:

- You have been issued with a **deadlock letter** confirming our final position.
- Your complaint has been **open for 8 weeks or more** without an agreed resolution.

You can register your complaint with the Energy Ombudsman via their website, by email, over the phone or in writing.

- Visit: www.energyombudsman.org
- Email: enquiry@energyombudsman.org
- Call: **0330 440 1624**
- Write to: **Energy Ombudsman, PO Box 966, Warrington, WA4 9DF**

***To qualify as a Micro business**, your business must satisfy one of the following requirements:

- An annual consumption of no more than 293,000 kWh of gas or 100,000 kWh of electricity, dependent on the fuel subject to complaint
- Fewer than 10 employees (or their full-time equivalent) and, an annual turnover or annual balance sheet no greater than **€2 million**

Citizens Advice

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, assisting with a wide range of issues from contracting to making a complaint, or providing general advice for business concerns such as debt management and affordability.

Contact the Citizens Advice consumer service on **0808 223 1133** or visit www.citizensadvice.org.uk