



Not happy with the service you've received?

Information on our complaints process

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1. How to make a complaint

We always put our customers first and pride ourselves on delivering excellent service. However, sometimes things can go wrong. If this happens, we want to make it quick and easy for you to get in touch so we can put things right and get our relationship back on track.

Remember, if you contact us by phone, we'll often be able to resolve the problem there and then.

0330 324 0018 (local rates apply)

Monday to Friday 8am to 5pm

2. What you can expect from us

If you need to let us know about any issues with the service you've received, we will make sure that we:

- Make it easy for you to get in touch with us.
- Respond quickly and try to resolve any issues the first time you contact us.
- Clearly explain the action we're taking and provide timescales for fixing the problem.
- Keep you updated on our progress throughout the complaints process.
- Always try to make sure that your complaint is dealt with from start to finish by the same person.
- Provide an explanation of what went wrong, do everything we can to put things right and apologise if we've made a mistake.
- Always treat you fairly.

3. Need help making a complaint?

If you can't make the complaint yourself, or you simply want the support of others, you can nominate a family member, friend, or other representative to deal with your complaint.

You will need to get in touch with us to let us know the name and contact details of your nominated representative. We'll make a note of this and make sure we communicate with them when handling your complaint.

4. What information will we need?

For us to investigate your complaint you'll need to provide us with the following information:

- Your name and address
- Your preferred method of contact
- Details of the problem with any supporting evidence, including the date and time if your complaint relates to a particular incident.

5. What steps will we take to resolve your complaint and put things right?

Once we've received your complaint, we'll get back to you within 2 working days to let you know that it's been passed on to one of our specialist Customer Care Advisors to investigate for you.

You'll be given a unique reference number to help us identify and track the progress of your complaint.

Within 10 working days of receiving your complaint, we'll contact you to let you know the outcome of our investigation and to offer a solution to put things right.

6. What to do if you're still unhappy?

We hope you'll be satisfied with how we've handled your complaint. If not, contact us and tell us that you'd like your complaint to be reviewed by a senior manager.

A senior manager will carry out an internal review of how your complaint was handled and the solution you were offered. They'll decide if the outcome was fair and reasonable in the circumstances.

We'll get back to you within 10 working days to let you know the outcome. If we find that your complaint hasn't been handled in the way we'd have liked, a new solution may be offered.

If you still aren't satisfied, or if your complaint hasn't been fully resolved within 8 weeks, you can ask for a deadlock letter. The deadlock letter will recap what has happened, what we've suggested and explain that we haven't been able to reach an agreement.

Once you have your deadlock letter you'll be able to refer your complaint to the Energy Ombudsman or

another independent organisation, such as Citizens Advice Bureau.

7. How the Energy Ombudsman can help you

The Energy Ombudsman is an independent organisation that helps to make sure that customers are treated fairly. The Ombudsman will help to resolve things between us if you aren't happy with our final decision, or if it's more than 8 weeks since you first raised your complaint and we still haven't put things right.

They will review all the details of your case and the steps we've taken to resolve the issue. Based on all the evidence, they'll propose a solution which they consider to be fair. If you accept their solution, we must follow their recommendation.

The Energy Ombudsman service is completely free; however they'll only review cases where customers have first followed a company's internal complaints procedure.

8. Energy Ombudsman Services

For further information please visit:

www.ombudsman-services.org

The Energy Ombudsman can be contacted by:

- Telephone

0330 440 1624

Phone lines are open:

Monday to Friday 8am to 8pm

Saturday 9am – 1pm

Sunday – closed

- Email enquiry@ombudsman-services.org

9. Contacting us

Whatever you need, we're here to help.

Get in touch today to talk to one of our friendly Customer Care Team.

- **Telephone:**

0330 324 0018 (local rates apply)

Open for general enquiries Monday to Friday 8am to 5pm. Open for emergencies 24/7.

- **Email:**

help@watkinsenergy.co.uk

- **In writing:**

Watkins House, Leigh Road
Haine Business Park
Ramsgate, Kent, CT12 5EU

For more information about our services check out our website which has lots of useful information, tips and answers to frequently asked questions:

www.watkinsenergy.co.uk