

**Not happy with
the service
you've received?**

**watkins
energy**



watkinsenergy.co.uk

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.

What you can expect from us

If you need to let us know about any issues with the service you've received, we'll 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

Contacting us

You can contact us using any of the following:



0330 324 0018

(local rates apply)

Monday to Friday 8am - 5pm



help@watkinsenergy.co.uk



Using our online complaints form which can be found on our website

www.watkinsenergy.co.uk/complaints



By writing to us at:
Watkins House, Leigh Road,
Haine Business Park,
Ramsgate, Kent CT12 5EU

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

Need help with making a complaint?

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

You'll 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.

What information will we need?

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

- Your name, address and contact details
- 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

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.

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's 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.

How the Energy Ombudsman can help you

The Energy Ombudsman is an independent organisation that helps make sure 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 eight weeks since you first raised your complaint and we still haven't put things right.

They'll 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.



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 - 8pm

Saturday: 9am - 1pm

Sunday: Closed

Email enquiry@ombudsman-services.org

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