

# Our Complaints Handling Procedure

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Here at **D-ENERGI** should you ever feel that we have failed to honour our promise, we will do everything possible to ensure that your complaint is dealt with quickly and fairly.

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## What counts as a complaint?

A complaint is any contact from a customer or potential customer who is not satisfied with any part of our service.

## What happens after you've made a complaint?

We will try to resolve your complaint as quickly as possible. We will give you an explanation and an apology for any problems we have caused, and take action to put things right.

## How to make a complaint

We follow a series of steps to enable us to handle your complaint and put things right as quickly and effectively as we can.



# Step 1

Contact us in one of the ways listed below. Our Customer Service Advisors will try to deal with your complaint straightaway. If they can, they will give you an explanation and an apology for any problems we have caused. They may call you back or write to you depending on the best way to resolve your complaint.

## Contact Details

- **Call us on** 0161 237 3333.  
8:00am to 5:30pm Monday to Friday. Our advisors are ready to handle your query so that it can be resolved appropriately.
- **Write to** Business Customer Service, UKHC T/A D-ENERGI, Unit D, Madison Place, Northampton Road, Manchester M40 5AG
- **Email** customerservices@d-energi.co.uk

We may record phone calls from time to time to help improve the quality of our service.

If you are not happy with the explanation we give you, please ask to speak to a Customer Services Manager or call our Business Complaints Team on 0161 237 3333.

They will try to resolve your complaint, including giving you an explanation and apology for any problems we have caused. In certain circumstances, we may offer you compensation.

# Step 2

If you are still not happy with our explanation, you can contact our dedicated team of specialists at our Business Customer Service Director's office. They will conduct a full review of your account and respond to you within 10 working days of you contacting them.

If they are not able to resolve your complaint within 10 days, they will tell you what progress they are making.

- **Call** 0161 237 3333
- **Write to** Business Services Director, D-ENERGI, Unit D, Madison Place, Northampton Road, Manchester M40 5AG

## Useful Contacts

The following organisations may be able to offer you specialist advice and information on energy saving and if you get into difficulty paying your bills.

### Energy Saving Trust

- Phone: 020 7222 0101
- Website: est.org.uk

# Step 3

## About the Energy Ombudsman

We are hopeful to have resolved your complaint if you have followed steps 1 & 2. However if you are still not satisfied with the way we have handled your complaint. We will refer you to The Energy Ombudsman.

The Energy Ombudsman deals with unresolved disputes between energy companies and their residential and small business customers. You can refer your complaint to the Ombudsman if your business meets the following criteria:

- consumes not more than 200,000 kWh of electricity per year;
- consumes not more than 500,000 kWh of gas per year; or
- with fewer than 50 employees (or their full time equivalent), and an annual turnover not exceeding £6.5 million or a balance sheet total not exceeding £5 million.

They are independent, impartial and their service is free to you. You can find out more about them at [www.energy-ombudsman.org](http://www.energy-ombudsman.org)

## When the Ombudsman can consider your complaint

If you do want to refer a complaint to the Ombudsman, there are time limits on when you can refer it to them:

- You must give us eight weeks to resolve the complaint first
- If we have made it clear that we have done all we can to resolve your complaint by issuing a deadlock letter
- You must refer the complaint within 12 months of making it to us.

## What the Ombudsman can decide

If the Ombudsman finds that we are at fault, they may decide that we must give you any or all of the following:

- a service or some practical action that will benefit you
- an apology
- an explanation
- a financial award.

If your complaint is investigated and you decide to accept the Ombudsman's decision then the outcome of this is binding on us.

## Contact Details

We should mention that they customer can contact the ombudsman with their complaint via email, phone, letter using the contact details below.

- Write to: Energy Ombudsman, PO Box 966, Warrington WA4 9DF
- Phone: 0330 440 1624
- Fax: 0330 440 1625
- Textphone: 0330 440 1600
- Email: [enquiries@energy-ombudsman.org](mailto:enquiries@energy-ombudsman.org)
- Website: [www.energy-ombudsman.org](http://www.energy-ombudsman.org)

### National Debtline

- Phone: 0808 808 4000
- Website: [nationaldebtline.org](http://nationaldebtline.org)

## Making a complaint about your gas or electricity supply

If your complaint is about disruptions or interruptions to your supply, or about the infrastructure of your supply, your electricity distribution company or gas transportation company is responsible for dealing with your complaint.

You can find their contact details on your bill & welcome pack. Alternatively go on line at [www.d-energi.com/customer-zone](http://www.d-energi.com/customer-zone). If you are not sure who to speak to, please contact us so we can advise you.

Electricity distribution companies and gas transportation companies guarantee to respond to complaints within five working days of receiving them. If a failure payment is due to you, we or they will send it to you within 10 working days.

## Learning from complaints

We are committed to continually improving our customer service and we take account of any customer complaints to help with this. We may also ask you for feedback on the service that you have received.

If you do have any suggestions or ideas on how we can improve, please let us know.

## Regulations covering our complaints handling procedure

Our complaints handling procedure is governed by the Consumer Complaints Handling Standards Regulations 2008.

You can read these Regulations at:- [www.ofgem.gov.uk/decision/complaint-handling-standards-decision-july-2008](http://www.ofgem.gov.uk/decision/complaint-handling-standards-decision-july-2008)

You can get free information on how well we are meeting these regulations by calling our Customer Service Centre.

## Face to face complaints

To discuss making a complaint in person, call 0161 237 3333.

