

## CUSTOMER COMPLAINTS CHARTER

As we value our customers' feedback and wish to ensure the smooth running of your account(s), we have a complaints procedure in place. It provides a structured approach to handle complaints and ensures Total Gas & Power is consistent in servicing customers who have reason to complain.

It allows us to measure our performance in dealing with complaints from customers and the regulator. We can then also measure the satisfaction of customers once the issue has been resolved.

### WHAT CAN I EXPECT?

We will deal with all complaints promptly, politely and fairly. We aim to provide a high standard of service but, unfortunately, there may be times when we make a mistake. If this happens you are entitled to expect any one, or a combination, of the following:

- An apology
- An explanation
- Details of the action we have taken to put things right
- An award of compensation in appropriate circumstances

### HOW DO I MAKE A COMPLAINT?

You can make a complaint in writing, by email or by telephone. If you are writing or emailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are emailing, please state if a reply by email is required and, if not, please provide a full postal address.

### WHERE DO I SEND MY COMPLAINT?

**In writing:** F.A.O. Complaints Department, Customer Services, Total Gas & Power Ltd, PO Box 336, Redhill, RH1 1FW

**By Telephone:** 0333 003 7874

**By Email:** [customercare@totalgp.com](mailto:customercare@totalgp.com) (Please include 'Complaint' in the title of your email)

### WHAT WILL HAPPEN NEXT?

We will provide a substantive response to your complaint, outlining what we have done in response, and any outstanding actions and related timescales, within 10 working days of receiving it. Our objective is then to ensure you are kept fully updated as we work to resolve your complaint. For awareness where a complaint involves a third party such as a broker or consultant, it may be necessary for us to contact them to help with the investigation and resolution.

## WHAT IF I'M NOT SATISFIED WITH THE INITIAL RESPONSE?

If you are not satisfied with our response to your complaint, you can contact us at [customer.complaints@totalgp.com](mailto:customer.complaints@totalgp.com) asking for an internal review of the complaint by a senior complaint handler. When sending such a request, please state the reason for your dissatisfaction and include your customer reference in your correspondence.

## INDEPENDENT ADVICE

If matters still cannot be resolved you can contact the Citizens Advice Bureau (CAB). The Citizens Advice consumer service provides free and independent help and advice to small businesses on energy issues from contract issues to making a complaint or advice if you're struggling to afford your bills.

Visit the 'Know Your Rights' publication for more information:

<https://www.citizensadvice.org.uk/about-us/how-citizens-advice-works/citizens-advice-consumer-work/know-your-rights-in-the-energy-market/>

You can consult the Citizens Advice Bureau at any stage in the complaints process.

Contact the Citizens Advice consumer service on **03454 04 05 06** or visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## WHAT IF MY COMPLAINT STILL HASN'T BEEN RESOLVED?

If you still remain unsatisfied with the response to your complaint, and we have informed you that we can take no further action, or 8 weeks has passed since you originally told us about your complaint, you have the right to contact the Energy Ombudsman. The Ombudsman is there to help resolve disputes between energy suppliers and their customers. It is free to use their services, and they are totally independent – so they do not take sides, and make their decision based only on the information available. Their final decision is binding on the energy supplier, not the customer.

The Energy Ombudsman can be contacted as follows:

**Post:** PO Box 966, Warrington WA4 9DF

**Telephone:** 0330 440 1624

**Fax:** 0330 440 1625

**Website:** [www.os-energy.org](http://www.os-energy.org)

**Email:** [enquiries@os-energy.org](mailto:enquiries@os-energy.org)



Complaints are monitored by Total Gas & Power for training purposes and to ensure that we meet our company standards, as well as identifying areas where we can make improvements for the benefit of all our customers.