

Keeping you happy

Our Complaints Handling Procedure

We are committed to delivering outstanding service to the communities we serve across Wales and the south west of England.

We know we don't get things right all the time, so we want to get things sorted and make you happy as soon as we possibly can.

Our Complaints Handling Procedure lets you know what you can expect if you are not satisfied with a service you have received from us.

Remember, we work on responding to and repairing gas leaks, our gas pipe upgrade programme, installing new gas connections to homes and businesses and maintaining the gas network.

For complaints or enquiries relating to your gas bill, please contact your gas supplier (that's the company you pay your bill to).

Could we do better?

If there is a problem with the service you have received from us, do let us know. You can visit us in person at our head office, or get in touch by phone, email or letter. We'll be able to help more quickly if you can provide any information relating to your case, such as reference numbers. We treat all complaints seriously and confidentially, and we promise that we'll handle every issue in a prompt, polite and straightforward manner.



How we'll put things right

Stage 1: Review by our Customer Services Team

Within two days of receiving your complaint, we'll let you know that we've received it. We will then investigate your complaint thoroughly and give you a detailed response within 10 working days of receipt. If we're unable to give you a detailed response within this time, or we need to visit you to make things right, we will:

- Agree a convenient time for us to visit you
- Give you an initial written response within 10 working days of receipt. This initial response will give you details of who you can contact about your complaint and will also let you know when to expect a more detailed response
- Keep you informed of progress and if we need to take further action to put things right, we'll do our best to complete our work promptly
- Provide you with a detailed response within 20 working days of receipt.

To put things right we can:

- Apologise where we have failed to give you a satisfactory level of service
- Give you a full explanation addressing the issues that you have raised
- Take appropriate action to put things right
- Compensate you, where applicable, under our Guaranteed Standards of Service as set out and monitored by our regulator, Ofgem
- Offer you a goodwill payment, if appropriate to the circumstances.

Stage 2: Referral to a senior manager

If you're not happy with the way that our Customer Services Team has dealt with your complaint then you can request for the matter to be escalated to a senior manager.

They will investigate your situation and work with you to put things right.

Stage 3: Final Review by our Executive Team

If you're still not fully satisfied after referring the matter to a senior manager, you can ask for your complaint to be raised for a formal review by at least one of our Directors.

Stage 4: Energy Ombudsman

We'll do everything we can to solve your problem by working with you. But if you're still not happy with our actions after following Stages 1-3, if we issue you with a deadlock letter, or if your complaint remains unresolved after 8 weeks, you have the right to contact the Energy Ombudsman. This is a free and independent dispute resolution service. The Ombudsman will ask you for a full account of your dealings with us and they will also contact us to gain a factual understanding of the case from our perspective. The Ombudsman will make a final decision and let you know the outcome.

The Ombudsman may require us to provide any or all of the following:

- A service or some practical action that will benefit you
- An apology or an explanation
- A financial award

How to get in touch

To make sure the most suitable person is handling your call, choose the most appropriate contact from the descriptions below.

If your call's about the installation, removal, exchange or maintenance of a National Grid Meter, please phone

0845 606 6766

If you're unhappy about any other element of our work please contact:

Customer Services

Wales & West Utilities
Wales & West House
Spooner Close, Celtic Springs
Coedkernew
Newport, NP10 8FZ

0800 294 6645

enquiries@wwutilities.co.uk

If you are deaf or hearing impaired and have a Minicom or Textphone you can use it to call our Customer Services Team on

0292 027 8707

We use the information gathered from complaints to highlight the things we could do better and then take action to make improvements.

 [facebook.com/wwutilities](https://www.facebook.com/wwutilities)

 wwutilities.co.uk

 [@WWUtilities](https://twitter.com/WWUtilities)

Energy Supply Ombudsman

PO Box 966
Warrington
WA4 9DF

Telephone: 0330 440 1624

Fax: 0330 440 1625

Email: osenquiries@os-energy.org



More help and advice



Gas Safe Register

Phone
0800 408 5500

Website
gassaferegister.co.uk

This is the official list of gas engineers who are registered to work safely and legally on boilers, cookers, fires and all other gas appliances.

Energy Saving Trust

Phone
0300 123 1234

Website
energysavingtrust.org.uk

They can give independent, expert advice on saving energy in your home.

Citizens Advice Bureau (CAB)

Phone
Wales **03444 772 020**
England **03444 111 444**

Website
citizensadvice.org.uk/energy

CAB can give free, independent advice so that you know your rights as an energy consumer

Age UK/Age Cymru

Age UK Phone
0800 169 6565
Website
ageuk.com

Age Cymru Phone
08000 223 444
Website
ageuk.org/cymru

They give advice to older people on money, care, health, housing and more.

Scope UK

Phone
0808 800 3333

Website
scope.org.uk

They work to make the world a better place for disabled people and their families.

National Energy Action

Phone
0191 261 5677

Website
nea.org.uk

They aim for everyone to be able to afford to heat their home, and they campaign for greater investment in energy efficiency to help those who are most in need.

The Royal National Institute of Blind People (RNIB)

Phone
0303 123 9999

Website
rnib.org.uk

RNIB provide information, support and advice to people with sight loss.

Action on Hearing Loss

Phone
0808 808 0123

Website
actiononhearingloss.org.uk

They are experts in providing support for people with hearing loss and tinnitus.

