

# We're listening



How we handle your gas or electricity complaints

## Our promise

We're committed to giving you the highest quality service and you can trust that we will work hard to resolve your complaints.

## Our guaranteed standards of performance

We know that you rely on us to provide essential services to your home and we understand the inconvenience that problems with your gas and electricity supply can cause. The paragraphs below explain the service we will provide.

### Appointments.

If we need to visit your home to carry out work on your gas or electricity supply, we'll offer you the choice of a morning or afternoon appointment which we will make every effort to uphold. If circumstances beyond our control arise, we will also make every effort to contact you, in advance, if the appointment cannot go ahead. If we don't do this, or if we don't visit without giving you notice, we'll give you £20 compensation.

### Meter problems.

If you think your gas or electricity meter is faulty, please let us know immediately. We'll try to explain the problem by telephone or in writing within 5 working days. If we need to visit your home to inspect the meter, we'll offer to visit you within 7 working days. If we can't do this, we'll give you £20 compensation.

### Pay as you go meters.

If you report a fault with your gas or electricity pay as you go meter, an engineer will attend within three hours (electricity) or four hours (gas) on working days or within four hours for either meter on any other day. If we don't, we'll give you £20 compensation.

### Compensation payments.

Should we fail to live up to these guaranteed standards, or if our service adversely affects you in any way, you may be entitled to a compensation payment. Different compensation rules apply depending on when the job in question was completed, but if you are entitled to compensation, we'll make sure you have the payment within ten working days. If you don't, we'll give you an additional £20. Please note, you will not be entitled to compensation if you are responsible for the delay in resolving the fault.



# If you have a complaint

At British Gas, we're committed to giving you the highest quality service. Although we aim to do our best, there are times when things go wrong. If you have a complaint about any aspect of our service, you can trust that we will take it seriously, work hard to resolve the problem and build any improvements into our policies, processes and procedures.

If you are unhappy with our service, and would like to make a complaint please take the following steps:

## Step 1



**0800 072 8632\***



**Complaints Management Team, British Gas,  
PO Box 4804, Worthing BN11 9QU**



**[britishgas.co.uk/complaints](http://britishgas.co.uk/complaints)**



If you have a Pay as you go meter  
**0800 072 8633\***

## Step 2

If you are not happy with the resolution of your complaint, please contact Andy Eley, Head of Complaints:



**British Gas, PO Box 4803, Worthing BN11 9QT**



**0800 107 0184\***



**[customercomplaints@britishgas.co.uk](mailto:customercomplaints@britishgas.co.uk)**

If your complaint relates to a problem with the delivery of your gas or electricity, we will pass it on to your network supply operator to investigate and, of course pass on any response or compensation due to you.

Naturally we want to resolve your problem immediately, however if we are unable to achieve this we will aim to reach resolution with you within 14 days. When you contact us to make a complaint we will apologise; provide you with an explanation and confirm what actions need to be taken – this may include a goodwill gesture or compensation. If you remain unhappy with the service provided you can ask to speak to a Manager.

If you need to discuss your complaint face to face you may wish to visit any one of our offices, for the nearest location please call **0800 072 8632\***.



# Independent advice

If you have followed steps 1 and 2 and your complaint remains unresolved after 8 weeks or if we have issued you with a deadlock letter, you can bring your case to the Energy Ombudsman by phone: **0845 055 0760**, textphone: **18001 0845 051 1513**, via [energy-ombudsman.org.uk](http://energy-ombudsman.org.uk) or by post: **Energy Ombudsman, PO Box 966, Warrington, WA4 9DF**.

The Ombudsman is an independent body, established to provide a free of charge service to impartially resolve customer complaints in cases where the customer and supplier cannot agree on final resolution. The Ombudsman may require us to take one of more of the following actions; take practical action that may benefit you, offer an apology or explanation, or make a financial reward. Their final decision is binding on the Energy Supplier, and not you as the customer.

## Advice?

Consumer Direct, the government's helpline for consumer advice, offers clear, practical and impartial help and advice, you can call on **08454 04 05 06** or go to [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk). If you would also like to view a copy of the "Gas & Electricity (consumer complaint handling standards) Regulations 2008", please visit the OPSI (Office of Public Sector Information) website at [www.OPSI.gov.uk](http://www.OPSI.gov.uk)

To obtain a copy of the British Gas complaints handling process you can visit our website at [britishgas.co.uk/codesofpractice](http://britishgas.co.uk/codesofpractice), or we can send a copy free of charge by calling us on **0800 048 0202\*** to request a copy.

## If you have special requirements



If you're hard of hearing or speech impaired and use a Textphone, call **18001 0800 072 8626**



If you'd like to receive this information in another format such as large print, Braille or audio, call the British Gas Home Energy Care Team on **0800 072 8625\***

If you speak a language other than English, tell us when you call and we'll arrange for an interpreter to help you.

Correct at time of going to print, September 2009.

\*Calls may be recorded and or monitored for quality assurance and compliance purposes.

**British Gas Trading Limited.** Registered in England & Wales: No. 3078711.  
Registered Office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD

[britishgas.co.uk](http://britishgas.co.uk)