

Contacting the Energy Ombudsman about a complaint

Firstly, if we haven't resolved your complaint to your satisfaction, we're very sorry. If you feel that there's nothing more we can do to help, the Energy Ombudsman can offer further assistance. The Ombudsman is there to help sort out disputes between energy suppliers and their customers. Their service is free to use and they're totally independent – they don't take sides, and their decisions are based only on the information they have.

Web site: www.energyombudsman.org

Email: enquiry@energyombudsman.org

Phone: 0330 440 1624

Write to: **Energy Ombudsman,**
P.O. Box 966, Warrington WA4 9DF

Our complaints performance

The quality of our service is important to us, and if you're unhappy we want you to get in touch.

We take every customer's complaint seriously and we'll do everything we can to put it right. Our complaints performance gives you more details on how well we're managing the number of complaints we receive and what we're doing to reduce them.

If you'd like to find out more about our complaints performance, go to britishgas.co.uk/complaints

You can also find out more about the Gas and Electricity Consumer Complaints Handling Standards on the Government's legislation website: www.legislation.gov.uk/uksi/2008/1898/contents/made

Further information

Whether you'd like help with your bills or free, independent advice, there's lots of help available.

Help to pay

We know that everyone's circumstances are different. So, if you need help paying your energy bills on time, you can chat online with one of our debt advisors at britishgas.co.uk/contact and we can work with you to find a solution. We're open Monday to Friday, 8am to 8pm and Saturday, 9am to 5pm. Or for more information, you can find out about the ways we can help you by visiting britishgas.co.uk/payhelp



StepChange Debt Charity are experts who offer free, independent advice and practical ways to manage debt. You can get confidential advice online at stepchange.org/debtremedy or call them on **0800 138 1111**.



Citizens Advice and Advice Direct Scotland are organisations that provide confidential advice to help people [manage debt](#).

If you live in England or Wales, go to citizensadvice.org.uk to find out more or call them on **0808 223 1133**.

If you live in Scotland, go to energyadvice.scot or call them on **0808 196 8660**.



Extra help from the Priority Services Register

If you're vulnerable or at risk if there's a problem with your energy supply, join the Priority Services Register. It's free and you could get help and support from extra services we offer, including a free gas safety check if eligible. Learn more at britishgas.co.uk/psr



We're listening

How we help resolve your complaint

Want to make a complaint?

We're sorry you're not happy. We aim to provide the best service to our customers. Occasionally, things might not go as planned. When this happens, we're committed to resolving the issue quickly and learning from your feedback.

Here's how we'll sort it out for you.



Step 1

We'll review your complaint.



Step 2

We'll send you any updates and make you aware of your rights along the way.



Step 3

Finally, we'll tell you what we've done to fix the issue and once you're happy, we'll close your complaint.

How to get in touch to make a complaint

The quickest way to get in touch is via live chat or you can also call us. Our advisors are able to help resolve all issues – from billing to metering. We always try to sort things out the same day, if possible.

If you choose to write to us or submit your complaint online, we'll aim to respond within two working days of receiving it.



Live chat

Our friendly advisors are available Monday to Friday, 8am to 8pm and Saturday, 9am to 5pm at britishgas.co.uk/chat



Call us

Phone us on **0330 808 3880**, Monday to Friday, 8am to 6pm, and Saturday, 9am to 2pm, and we can help you.



Go Online

You may find it easier to tell us about your complaint online. Go to britishgas.co.uk/complaints to submit the details.



Write to us

Our address is **Customer Care Team, PO Box 226, Rotherham S98 1PB.**

- So we can respond to your complaint, please let us know the best way to get in touch with you
- Give us as much detail as you can, and also tell us **and** what we can do to put things right
- We'll investigate fully and let you know what will happen next

We always recommend you keep up with your energy payments while an issue is being sorted. That way, there's no risk of running up a large bill.

How we'll look into your complaint

We want to sort things out for you quickly, so here's what we'll do:

- Work to understand what went wrong and the reason it happened
- Keep you informed on how it's progressing and if we need more time
- Clearly explain the issue to you and let you know what we've done to fix it
- Work towards a solution that works for you
- Take action to put things right and let you know what needs to happen next – this could be simply saying sorry or offering a goodwill gesture

If you're still unhappy

- You can ask for it to be taken further if you're not satisfied with the way your complaint has been handled at any stage
- We'll review the situation and arrange for a complaints manager to get back to you directly within two working days
- If you're still not happy with the outcome of your complaint, or it's taken us longer than eight weeks to sort it out, you have the right to take your complaint to the Energy Ombudsman