

Our Complaints Policy



If you would like this information in another format such as in large print, in Braille or on audio tape, please call **0800 048 1000**.



If you have hearing or speech difficulties, and you use a textphone, please call **18001 0800 316 3772**.

Phone lines open weekdays 8am – 8pm and Saturdays 8am – 6pm. Out of hours answerphone service. Your call may be recorded and/or monitored for quality assurance and compliance purposes. Mobile and other provider's charges may vary.

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We will always aim to do our best but unfortunately there may be times when things go wrong. If you have a complaint about any part of our service we want to hear from you so that we can build improvements into our policies, processes and procedures.

Please telephone us on: **0800 294 5232**

Or write to us at the following address:

**British Gas Services
Customer Relations
PO Box 4394
Dunstable
LU6 9LG**

Or send an email to: **servicescustomerteam@britishgas.co.uk**

We will always try to resolve your complaint as soon as we receive it. Where we can't we will send you an acknowledgement of your complaint within 48 hours.

We will work hard to resolve the problem as quickly and efficiently as possible. Where your case is complex or involves a number of issues, we may need some time to make sure that we have covered everything. We will keep you regularly informed, either by telephone or in writing, while we do so.

Our aim is to take no longer than 8 weeks to deal with even the most complicated of complaints, so at the end of eight weeks we will either let you have our final response with our decision on your complaint, or explain to you why we are still unable to give you our final response. We will also let you have further details on the Financial Ombudsman Service.

If you are unhappy with our final response or our investigation has taken more than 8 weeks to reach a conclusion, you may be able to refer your complaint to the Financial Ombudsman Service.

This is a free, independent service which can consider complaints about a range of financial services matters.

If you wish to refer your complaint to the Financial Ombudsman Service you must do this within six months of the date of our final response.

The contact details are:

**The Financial Ombudsman Service
Exchange Tower
London
E14 9SR**

Tel: **0800 023 4567** or, from a mobile **0300 123 9123**

Email: **complaint.info@financial-ombudsman.org.uk**

Consumers do not have to accept the decision made by the Financial Ombudsman and retain their rights to go to court. However, if the decision of the Financial Ombudsman is accepted then it is binding on both you and us.

You can find further details about the Financial Ombudsman Service in the leaflet that we will send you with our final response or our 8 week-update or on their website: **www.financial-ombudsman.org**