

Complaints Procedure

Stage 1

Any customer complaints relating to our products or service should be made in the first instance to the relevant Customer Service Department. We will make all reasonable endeavours to agree a solution by 6pm the following working day.

If we cannot resolve your complaint fully or have not agreed a form of resolution by 6pm the following working day after your first contact, you can request that your complaint is escalated to our Escalations Team. An independent internal review will then be undertaken with the aim to reach a resolution within five working days.

Stage 2

If you remain dissatisfied with the resolution offered by the Escalations Team, any unresolved complaint will be transferred to the Customer Resolution Department who will conduct a detailed investigation of the complaint and provide a written response to you within 28 days. The Customer Resolution Department can be contacted as follows:

Address:

Customer Resolution Department
Economy Gas Ltd
Longley House
Longley Lane
Manchester
M22 4SY

Telephone: 0161 946 0333

Email: compliance@economygas.co.uk

Stage 3

If you've already spoken to us but would like to get some free, confidential and impartial advice on consumer issues you can, at any point, visit www.citizenadvice.org.uk or call the Citizens Advice Consumer Service telephone number on 03454 04 05 06 and Welsh-speaking advice on 03454 04 05 05.

If you consider we have not been able to resolve your complaint to your satisfaction within 28 days of escalation to the Customer Resolution Department, or if eight weeks have passed since you first registered your complaint, you can contact Ombudsman Services: Energy. You may be referred back to us if you have not escalated your complaint via our formal complaints process outlined in stages one to three.

Ombudsman Services: Energy will carry out an independent investigation on your behalf. As part of resolving your complaint they may ask us to make an apology or give an explanation. They can also ask us to take remedial action and may require us to award compensation. Any decision they make will be binding on our company, but not on you, so you can seek further advice if you wish to.

How to contact the Ombudsman:

Address:

Ombudsman Services: Energy
PO Box 730
Warrington
WA4 6WU

Telephone: 0330 440 1624

Textphone: 0330 440 1600

Email: osenquiries@os-energy.org