

Making a complaint



Phone: 0121-270-7210

Email: info@simplegas.co.uk

We take complaints very seriously and though we aim to provide you with the very highest level of service we are aware that things can sometimes go wrong. Below you'll find out what you can do in those circumstances and what we will do in response.

As soon as you become aware there is a problem please always contact our Customer Service team. We will then do all we can to resolve your complaint as quickly and efficiently as possible.

You can contact us in a number of ways:

- Call us: 0121 270 7210
- Email us: info@simplegas.co.uk
- Write to Complaints at:
Simple Gas & Power
Kingsnorth House,
Blenheim Way,
Birmingham,
B44 8ls

What we will do

- Upon contacting us one of our Customer Service team will try to resolve your complaint immediately.
- If this cannot be done, your complaint will be passed to a member of our Customer Relations team to investigate further. They will give you a reference number and investigate your complaint in detail, aiming to resolve the complaint within 24 hours of receipt.
- Complex issues may take longer than 24 hours to resolve and if this is the case a Senior Manager from our Customer Relations team will keep you informed throughout the whole process. This will usually take 10 working days, but may go to a maximum of 40.
- If your complaint cannot be resolved at this stage and we still cannot agree a way forward, our Managing Director will be happy to re-examine your case. After exploring every possible action within our capability and any correspondence between us, if a mutual resolution still cannot be agreed we will send you our Final Response letter.

Resolving your complaint

As part of resolving your complaint we may offer you an apology, explanation or compensation. Where appropriate we may also change our procedures to avoid a recurrence of the issue that led to your complaint.

We will consider that a complaint is resolved when you indicate that this is the case. You can re-open a complaint if required, by contacting us. We are also happy to send you a copy of our Complaint's Procedure on request.

If we conclude that we are unable to resolve your complaint to your satisfaction, or if a period of eight weeks has elapsed without resolving the complaint, we will provide you with written details of the independent redress scheme that is available to you within our Final Response letter.

Reviewing the handling of your complaint

We may use your comments to improve our services and avoid similar problems in the future.

We will endeavour to resolve your complaint as quickly and thoroughly as we can. However, if you are not satisfied with how we have handled your complaint, you can ask us to review our actions. We will undertake an internal review and provide you with the conclusions. As with your original complaint, if you are not happy with our conclusions, you are able to refer this matter to the redress scheme.

Independent Arbitration

Citizens Advice consumer service

If you have a problem, please contact us first and we will try to help you. If we can't resolve your problem the Citizens Advice consumer service provides free and independent help and advice to small businesses on energy issues from contract issues to making a complaint or advice if you're struggling to afford your bills. Contact the Citizens Advice consumer service on 03454 04 05 06 or visit www.adviceguide.org.uk. To get information or advice, call the Citizens Advice consumer helpline on 03454 04 05 06.

You can talk to a Welsh-speaking adviser on 03454 04 05 05.

The helplines are open Monday to Friday 9.00am to 5.00pm. They are not open on bank holidays.