



# Treating Customers Fairly Statement

Phone: 0121-270-7210

Email: [info@simplegas.co.uk](mailto:info@simplegas.co.uk)

At Simple Gas & Power we are committed to treating all of our customers fairly; this means we will be honest, transparent and courteous in all of our dealings with you. We know your time is precious so we will always aim to make things as simple and as straight forward for you as possible, so you can focus on your own business.

Getting things right for our customers is at the heart of all we do, we know there are times when we do make mistakes but we will do all we can to put things right as quickly as possible without any fuss. Sometimes it can take a while but we will keep you updated throughout the process and give you a date you can expect a resolution. If this date changes we will let you know but we assure you we will work with you every step of the way. If you would like to know more about our Complaint Handling Procedure please see our Making a Complaint document.

Our teams are all UK based and are highly trained to help with any query you may have. If there is an occasion we cannot deal with your query at the first contact we will pass it to someone who can whilst keeping you updated with what is happening.

All of our communications with you will be clear and easy to understand.

Our Treating Customers Fairly Statement will be updated each year, so we will continually review the way we do things for our customers. We would love to hear from you if you have any ideas of how we can improve our service or what you think we should be focussing on.

Our Customer Experience Team is waiting to hear from you. You can get in touch Monday to Thursday 9.00am – 5.30pm and Friday 9.00am to 1.00pm on 0121-270-7210. If you would prefer to write to us, you can do so via [info@simplegas.co.uk](mailto:info@simplegas.co.uk) or by post at Simple Gas & Power, Kingsnorth House, Blenheim Way, Birmingham B44 8LS

Our statement is in line with Ofgem's Standard of Conduct you can read more about this by going to the Ofgem website [www.ofgem.gov.uk/publications-and-updates/new-standards-conduct-suppliers-business-consumers](http://www.ofgem.gov.uk/publications-and-updates/new-standards-conduct-suppliers-business-consumers)