


All the information in this leaflet applies to our British Gas and Scottish Gas customers.

To download a copy of the information contained here go to:
britishgas.co.uk/energycomplaints

For a free paper copy call us on 0333 202 9802*

If you would like to view a copy of The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, visit legislation.gov.uk

 If you would like this information in another format, like large print, Braille or an audio version, call 0800 072 8625*

 If you use a textphone, please call 18001 0800 072 8626*

We're listening

How we deal with your complaints

*We may record calls to help improve our service to you. Calls to 0800 numbers are free. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

British Gas and Scottish Gas are trading names of British Gas Trading Limited. Registered in England and Wales (No. 03078711). Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. British Gas is a mandatory FIT Licensee.

If you have a complaint, let's get it sorted

We're really sorry you're not happy. We want to sort things out for you quickly, so please contact us:

- If you have a credit meter, call: **0333 202 9532***
- If you have a prepayment/pay as you go meter call: **0333 202 9433***
- If you'd rather complain in writing, go to: **britishgas.co.uk/energycomplaints** or write to: Complaints Management Team, PO Box 226, Rotherham S98 1PB
- You can also visit one of our offices to talk about your complaint face-to-face. Call us on **0333 202 9532*** to find out where your nearest one is

If you're not happy with how we're dealing with your complaint

You can get in touch with our Customer Services Director's dedicated team on **0333 202 9774*** or email **customercomplaints@britishgas.co.uk** or you can write to the address above.

What happens next?

When you get in touch to make a complaint we'll investigate fully and let you know what needs to happen next – whether that's us saying sorry, making a goodwill gesture or giving compensation. Some account issues can take time to fix. So until we've sorted your problem, we recommend you keep making regular payments to cover your energy usage.

Complaints about our sales activities

We'll look into the issue, explain what's happened and say sorry. We'll work with you to sort things out and may give you some compensation.

Problems with the delivery of your gas or electricity supply

We'll speak to your network supply operator and pass on all the details so they can investigate. We'll let you know what they say and pass on any compensation you may be owed.

If you need independent advice

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To 'Know your rights' visit **citizensadvice.org.uk/energy** for up-to-date information or call us on **0333 202 9802*** and we'll send you a copy of their leaflet free of charge.

You can get in touch with them at any time during the complaints process.

We always aim to sort out problems as quickly as possible

We'll make every effort to get your complaint sorted within a day of getting it. But, sometimes it can take a little longer.

So if we haven't been able to sort it out within eight weeks, or we can't agree a way forward with you, we call this 'deadlock', we'll write and let you know that you have the right to pass your complaint to the Ombudsman Services: Energy.

The Ombudsman is there to help sort out disputes between energy suppliers and their customers. It's free to use the Ombudsman's services and they're totally independent – they don't take sides and their decisions are based only on the information they have.

You don't have to accept their decision, but if you do, we'll act on what they say. That might mean saying sorry, explaining what's gone wrong, fixing the problem or even paying you compensation.

To contact the Ombudsman

- Call: **0330 440 1624**
Textphone: **0330 440 1600**
- Email: **osenquiries@os-energy.org**
- Go online: **ombudsman-services.org/energy**
- Write to: **Ombudsman Services: Energy, PO Box 966, Warrington WA4 9DF**

On their website you can also find their factsheet, which gives you full details about their services and how they can help you.

Our guaranteed standards of performance

Go to **britishgas.co.uk/info** to view the Standards of Performance leaflet. It provides more details about the service we provide, the levels of customer care we guarantee and what you're entitled to from the companies that maintain your pipes and cables.