
Complaints Procedure

1. Complaints: Something not right?

Despite our best efforts to provide a quality service at all times there may be occasions when the service provided does not meet the standards that we set for ourselves or that you might expect from us. We have therefore established a simple and effective complaints procedure so that problems can be resolved quickly and efficiently and to your entire satisfaction.

This process starts with us fully understanding what went wrong and how. We will then fix it and let you know what we have done and what happens next. If we can't fix the problem to both of our satisfactions within five days then we will write to you to explain our position and our best suggestion.

2. Firstly....

Email enquiries@bdenergy.org.uk or call us on **0208 227 5960**. Our office hours are 8.30am to 5pm, Monday to Friday. Or, if you prefer, you can write to us: **B&D Energy Ltd, Town Hall, Barking, IG11 7LU**.

However you get in touch, we will acknowledge your complaint within two working days. We will need to know your contact details and the full details of what is not right. We can then discuss with you a resolution or we will agree how to progress the solution.

3. ... still not sorted?

If you are not happy that the problem is resolved, please tell us and we will look at what has been done again. If you need to make this a formal complaint, then please call **0208 227 5960** (office hours 8.30am to 5pm, Monday to Friday) with your account number, contact details (including address) and the background to the problem.

We will do what we can to resolve the problem. If we cannot find a mutually acceptable solution, or the issue has been going on for eight weeks or more, we will write to you to explain our position and our best offer – this is known as a deadlock letter.

4. Independent advice

If you need independent advice you can contact Citizens Advice for a free, independent and confidential service. You can find more information and the contact details of your local office at www.citizensadvice.org.uk. The telephone number of your local office should be listed in the Yellow Pages/Thompson Local Directory under 'Advice Centres'.

5. If you need to take things further...

In the event of you accepting the position as stated in the deadlock letter, or the issue has dragged on for more than eight weeks, then you can refer the issue to the Energy Ombudsman. This involves contacting the Energy Ombudsman at www.ombudsman-services.org/sectors/energy/complain-now.

This is a free and independent service and they will undertake a full review of your concerns and of the actions that we took in order to try to get to a resolution. If the Ombudsman finds that B&D Energy has not acted correctly, then they will tell us what we are required to do in order to put things right.

This can include an explanation and/or an apology. It can also include actions that we have to take, which may include compensation. Their decision is binding on us, but not on you.