# Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008

## October 2025 to September 2026 performance

In 2008, Ofgem introduced new complaint handling standards in line with the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.

Utility Warehouse aims for the highest standards in customer service. However, there may be occasions when our customers may wish to complain. We aim to resolve any complaint to the customer's full satisfaction the first time it is raised with us.

Between 1 October 2025 and 30 September 2026, we received 45,337 expressions of dissatisfaction from our domestic customers, which could not be resolved on the same day or the next working day after being received. Some complaints may take longer to resolve where they require further investigation or additional information from another party in order to ensure that the complaint is dealt with to the standard that our customers expect.

**If you need to complain to Utility Warehouse, you can find details of how to do so at** uw.link/complaints

**You can find further information on the Consumer Complaints Handling Standards here:** www.legislation.gov.uk/uksi/2008/1898/contents/made

**Should you need a hard copy of the Regulations, please contact the Stationery Office on 0333 202 5070.**

Registered in England. Company number: 04594421. Utility Warehouse Ltd, 508 Edgware Road, The Hyde, London, NW9 5AB

November 2026