

**Utility  
Warehouse**

# **Customer complaints procedure**



# We're here to help

It's really important for us to hear about any issues you have. If we've let you down, we want the opportunity to resolve the problem. We promise we'll do everything we can to put things right.

## Our promise to you

If you've felt the need to raise a complaint about our products or services, we'll work with you to investigate fully and provide a resolution as quickly as possible.

We're committed to providing regular training to our customer service team, and we're confident they'll be able to provide you with quick and effective support.

### We will:

- Apologise
- Listen and do our best to understand your concerns
- Investigate and give you a full explanation
- Take the appropriate action to put things right
- Offer compensation in certain cases
- Guide you to free help and support services available, if you need it
- Provide you with a fair outcome as quickly as we can, and keep you updated if things take a little longer
- If we've not resolved your complaint within 8 weeks, or you're unhappy with the outcome, we'll refer you, free of charge, for an independent review with the Ombudsman

### At Utility Warehouse,

your customer satisfaction is important to us. That's why we're signed up to Ofcom's Automatic Compensation Scheme for Phone and Broadband services. This means that, if you're eligible, we offer compensation for:

- Delayed repairs following loss of service
- Delayed activation
- Missed appointments

# Our complaints process

## Step 1: Registering your complaint with us

We aim to get things right as much as possible. When we don't, your feedback is vital so we can do better.

If you've felt the need to raise a complaint, the fastest way to get help is by calling us. We'll always work to resolve your complaint there and then. If you contact us by email or letter, we'll work to resolve this by 5pm the next working day after it is received. It may take a little longer if your issue is more complex.

## Step 2: Not satisfied?

Once you've reported your complaint, if you're not satisfied with what we've done to put things right, your complaint can be passed on to a specialist within our Complaints Team. This team will carry out an independent internal review and do their best to resolve the complaint to your satisfaction.

If we're unable to reach an agreement, we'll write to you explaining our position and final decision.



### Call

Call our customer services team on **0333 777 0777**.

Visit [uw.link/contact](#) for our opening hours. Deaf or speech-impaired customers can also use our free SignVideo service via this page.



### Email

Please use our form on [uw.link/contact](#) to email us.

Deaf or speech impaired customers can email us at [hearingsupport@uw.co.uk](mailto:hearingsupport@uw.co.uk).



### Write

#### Our address is:

Customer Services, Utility Warehouse  
508 Edgware Road, The Hyde  
London, NW9 5AB

# Our complaints process

## Step 3: Unsatisfactory resolution?

If a specialist within our Complaints Team hasn't resolved your complaint to your satisfaction within 8 weeks of it first being registered, or we have sent you a letter explaining our final decision and you're still unhappy, then you can contact the Ombudsman Service (see contact details, below).

### Energy & Telecommunication Services

If your complaint relates to our energy and telecommunication services you must contact the Ombudsman Services within 12 months of the date we issue you with a 'deadlock' letter stating our final position.

### Financial Services

If your complaint relates to one of financial services products and you're dissatisfied with our final response or if you haven't received it within 8 weeks you must contact the Financial Ombudsman Service within 6 months of the date we issue you with a 'final response' letter.

### Ombudsman Services

The Ombudsman Services offer a free and impartial service for consumers. They'll investigate your complaint and provide you with a decision. You can then choose to accept or reject their decision. If you accept, we must act on their findings. They could ask us to provide an apology and explanation, take remedial action, and even provide compensation in some circumstances.

If you reject their decision, you may pursue your complaint elsewhere, but you will lose the right to any resolution through the Ombudsman Services. You may also contact Citizens Advice at any time during the complaint process for free, independent and practical advice.

# Ombudsman Services

The Ombudsman Service resolves disputes between consumers and companies signed up to their scheme. It's free and impartial.

## Energy Ombudsman

**Telephone:** 0330 440 1624

**Deaf or speech impaired customers:**  
0330 440 1600

**Online:** [energyombudsman.org](https://www.energyombudsman.org)

Energy Ombudsman  
PO Box 966, Warrington  
WA4 9DF

## Communications Ombudsman

**Telephone:** 0330 440 1614

**Deaf or speech impaired customers:**  
0330 440 1600

**Online:** [commsombudsman.org](https://www.commsombudsman.org)

Communications Ombudsman  
PO Box 730, Warrington  
WA4 6WU

## Financial Ombudsman

**Telephone:** 0800 023 4567  
or 0300 123 9123

**Online:** [financial-ombudsman.org.uk](https://www.financial-ombudsman.org.uk)

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The Financial Ombudsman Service,  
Exchange Tower, London, E14 9SR

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