



Simply Utilities Complaints Handling Process

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We hope you will never have to raise a complaint with us. We aim to offer the highest level of service throughout the duration of your dealings with us. However, if something does go wrong and you wish to make a complaint, we will fully investigate the issue and endeavour to get back to you in a timely manner and with your best interests at heart.

How to make a complaint

The first step is to let us know about your complaint. This can be in writing to, Simply Utilities Limited, Unit 31 Brindley Road, Bayton Road Ind. Est, Coventry, CV7 9EP. Via email to jen@simplyutilities.co.uk via phone to 07969 638400 or in any other form. Please provide us with as much detail as possible regarding your complaint and the desired outcome.

Once your complaint is received you will receive an electronic acknowledgement of your complaint within 5 Working Days of receipt. This will identify the person who will be dealing with the complaint on behalf of Simply Utilities and a complaints reference number.

We will keep you updated at every step of the complaint investigation, within two weeks we aim to get you a full and final resolution to your complaint, which is resolved to your satisfaction. In some cases, we may need to work with your utility provider to resolve the complaint. If within two weeks, we have not fully resolved the matter we will let you know the reason as to why we have not resolved your complaint and advise of the suppliers SLAs. We will let you know what action we are taking at every step.

Once you have had your complaint fully resolved you have a 7-day timescale to come back to us with any issues. If we have not heard back from you within 7 days, we will assume you are satisfied with the outcome. We would always endeavour to provide you with a courtesy call at this point, just to clarify any finer details.

If you are not satisfied with our final response, we will be happy to consider a further response, but in the absence of new evidence or material flaws being evident in our findings, it is unlikely to change the outcome of our investigation.

We will send you a final response which adequately addresses the complaint no later than eight weeks from receiving a complaint

If you are unhappy with our final response, you may be able to seek help from Ofgem

Their website is <https://www.ofgem.gov.uk/> and it provides more information about the service they provide and the various ways they can be contacted.

We are not responsible for the content on their website.