



Simply Utilities Complaints Handling Process

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 that we can't resolve immediately, we will fully investigate the issue.

How to make a complaint

The first step is to let us know about your complaint. This can be via the following methods:

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 between 9am and 5pm from Monday to Friday.

Please provide us with as much detail as possible regarding your complaint and along with the desired outcome.

Next Steps

Once your complaint has been received you will receive an electronic acknowledgement of your complaint within 1 Working Day of receipt of your complaint. This will identify the person who will be dealing with the complaint on behalf of Simply Utilities and a unique complaint reference number, along with what to expect next.

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 we will 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.

We will send you a final response which thoroughly addresses the complaint no later than eight weeks from the date of receipt of receiving a complaint. However, if we aren't able to agree prior to this, we will send you a final offer 'deadlock' letter.

Where you are a microbusiness the Energy Ombudsman can help liaise between both parties. If you do not fall into one of the categories below you have the option to seek independent legal advice.



You are considered by Ofgem to be a microbusiness if you:

- Employs fewer than 10 employees (or full time equivalent) and has an annual turnover or balance sheet no greater than 2 million euro's
- Uses no more than 100,000 kWh of electricity per year or
- Uses no more than 293,000 kWh of gas per year

Contacting the Energy Ombudsman service

The Energy Ombudsman assists Third Partner Intermediaries and their customers to resolve disputes over 8 weeks or where an agreement can't be reached, and the complaints deadlocked. The service is free to use, and completely impartial. They make decisions solely on the basis of the information and evidence available to them. You can refer a case to the Ombudsman within 12 months of a deadlock letter. You are under no obligation to accept their decision, but if you do agree with their decision, Simply Utilities must honour the decision.

By post:

Ombudsman Services: Energy
PO Box 966
Warrington
WA4 9DF

By phone: 0330 440 1624

Opening hours: Monday – Friday: 8am – 8pm
Saturday: 8am – 1pm

Calls to the Ombudsman number are charged at the same rate as a standard local call rate

By email: osenquiries@os-energy.org