

## OUR COMMITMENT TO CLIENT SATISFACTION

### **Putting Things Right**

Providing excellent customer service is vitally important to us. When our clients tell us they're unhappy with any part of the service we have provided, we do our best to put it right.

### **Learning from our Mistakes**

We treat any complaint as an opportunity to learn, improve and review our processes. We want to make it easy for our clients to tell us when there is a problem, which means ensuring that we are easy to contact, that we listen to feedback and that we act upon it promptly.

If you're unhappy with any aspect of our service, we encourage you to let us know at the earliest opportunity so we can find a quick resolution. Resolutions can include: an apology; an explanation of what went wrong or a practical action to be taken to correct the problem.

### **Our complaints procedure**

Our complaints procedure is designed to ensure that any complaints are handled fairly, confidentially, and in an efficient manner.

This complaints procedure is totally separate to your right (if you are a Microbusiness Customer) to escalate any complaint relating to your energy supply to the Energy Ombudsman.

### **Stage One**

Many problems can be resolved quickly and informally by talking directly with the person concerned or your dedicated account manager, and we recommend this as a first step.

### **Stage Two**

If we aren't able to resolve your concerns informally to your satisfaction, or if you don't feel it's appropriate to discuss the issue with the person concerned, please let our customer service team know. You can do this by writing to us at:

Customer Services Manager  
Tritility Limited  
Strathmore House,  
Rolling Mill Road,  
Jarrow,  
NE32 3DP

When writing to us, please include:

- What's happened
- Why you're dissatisfied
- What you'd like us to do to put things right

You can also email the above information to [customerservice@tritility.com](mailto:customerservice@tritility.com). Or simply call us on

0191 367 5000 to speak to one of our customer service team (Opening hours: Monday-Thursday 08:30-17:00, Friday 09:00-15:00)

We will acknowledge your complaint within five working days of the complaint being raised. We will also aim to provide a substantive response and resolution within 28 working days. Occasionally, it isn't possible to provide a full response in this timeframe. For example, we may need to liaise with a third party such as a supplier, which can take longer. Where this is the case, we'll let you know when you can expect a full response.

### **Stage Three**

If the matter is unresolved following stage two, your complaint will be passed to our Compliance department. They will complete a review and establish whether there are any further steps we can take to reach a resolution. This is the final stage of our Complaints Procedure.

### **Stage Four**

If you're a microbusiness and we're not able to resolve your complaint directly, your complaint reaches 8 weeks, or you receive a deadlock letter from us, then you're welcome to contact Ombudsman Services (their contact details are below). We subscribe to their Alternative Dispute Resolution scheme, so that customers have access to their free and impartial dispute resolution service. For more information, please visit [www.ombudsman-services.org](http://www.ombudsman-services.org).

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Phone: 0330 440 1624

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

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