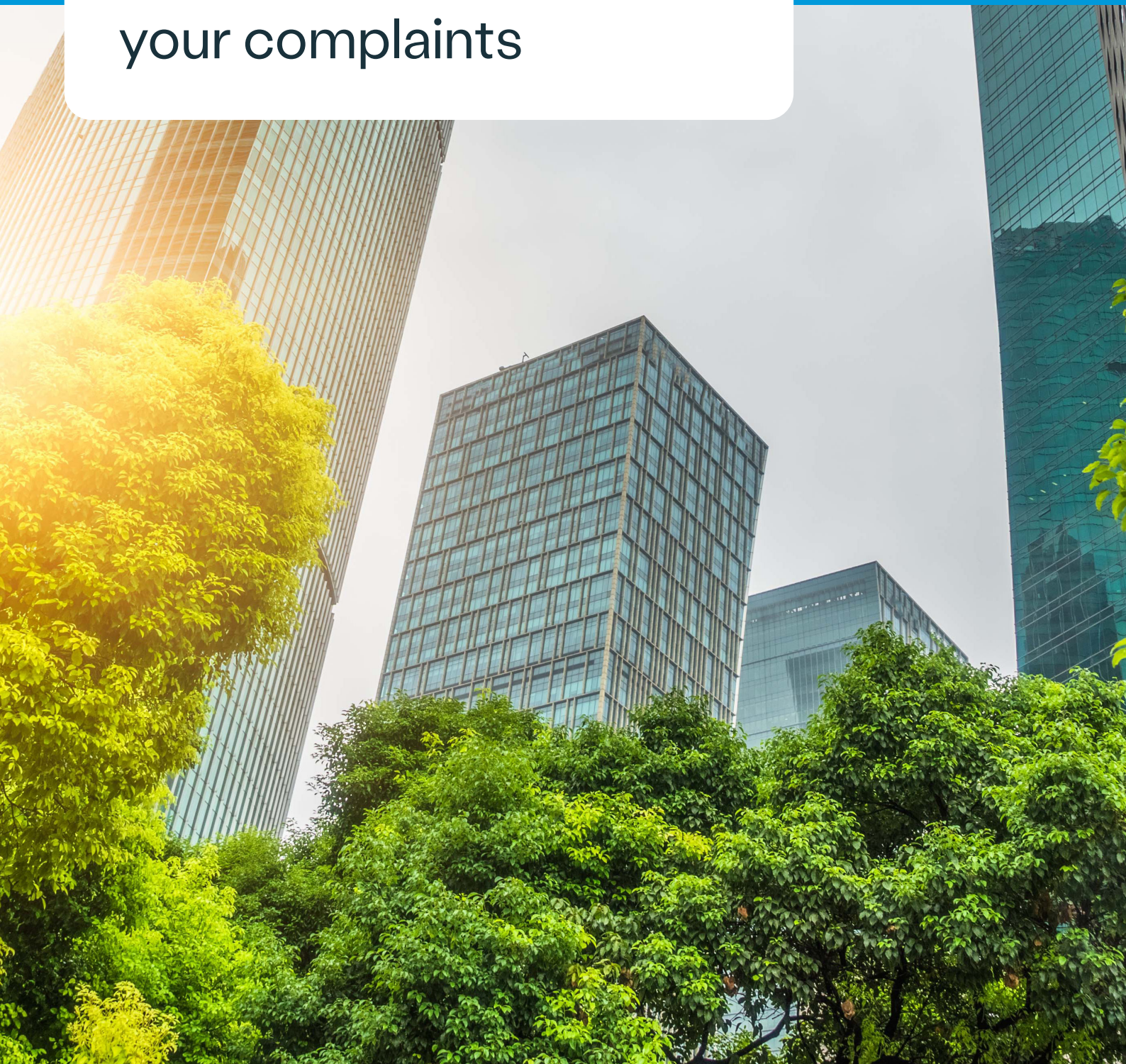




British Gas

We're listening

How we deal with
your complaints



If you have a complaint, let's get it sorted

We're really sorry you're not happy. We want to sort things out for you quickly.

That's why we'll:

- Always aim to respond promptly to your complaint
- Treat you fairly and with courtesy at all times
- Treat any personal or financial details you give us in confidence
- Investigate your complaint fully and explain the findings to you
- Take action to put things right as appropriate and let you know what needs to happen next – whether that's us saying sorry, making a goodwill gesture or giving compensation
- Speak with your network supply operator – if you have a problem with the delivery of your gas or electricity supply – so they can investigate. We'll let you know what they say and pass on any compensation you may be owed

You'll find our contact details for each step in the complaints process over the page.

Help for micro businesses

We'll make every effort to get your complaint sorted within a day of getting it. But, sometimes it can take a little longer.

If you're a micro business and we haven't been able to sort things out within 8 weeks, or we can't agree a way forward with you (we call this 'deadlock'), you have the right to pass your complaint to the Energy Ombudsman.

The Ombudsman is there to help sort out disputes between energy suppliers and their customers. Their service is free to use and they're totally independent – they don't take sides and their decisions are based only on the information they have.

You'll be a micro business if you meet any one of the following conditions:

- Uses no more than 100,000kWh of electricity a year
- Uses no more than 293,000kWh of gas a year
- Has fewer than 10 employees (or their full-time equivalent) and a yearly turnover, or yearly balance sheet of no more than 2 million Euros

The consumption threshold applies to the fuel being supplied.

1

Talk to us

We want to sort things out for you quickly

Our Business Customer Services Team are ready to help you, so please get in touch using the options in Step 1.

If we can't sort out your complaint right away, we'll give you a unique reference number which you can use when speaking to other members of the team.

If you've written to us, we'll let you know we've received the complaint within 5 working days and update you regularly until we reach a final position.

2

Taking it further

If you're not happy with how we're dealing with your complaint

Our Business Customer Relations Team will look into it for you – please get in touch using the option in Step 2.

We'll let you know we've received your complaint within 24 hours and get back to you within 5 working days.

3

Independent help & advice

If you're a micro business and we haven't been able to sort things out within 8 weeks or we can't agree a way forward with you (we call this 'deadlock')

We'll write and let you know you have the right to refer your complaint to the Energy Ombudsman.

If you're not a micro business you may wish to seek independent legal advice.

You don't have to accept their decision but if you do, we'll act on what they say – whether that's us saying sorry, explaining what's gone wrong, fixing the problem or even paying you compensation.

Contact us

Step 1

Business Customer Services

(for small and medium size enterprises)
British Gas, Business Customer Services,
Winnall Down, Alresford Road, Winchester,
Hampshire SO21 1FP

☎ **0333 009 5788*** Mon – Fri 8am – 6pm

✉ **businesscomplaints@britishgas.co.uk**

🌐 **britishgas.co.uk/business/complaints**

Step 1

Business Customer Services

(for industrial and commercial businesses)
British Gas, Millstream, Maidenhead Road,
Windsor, Berkshire SL4 5GD

☎ **0333 202 9721*** Mon – Fri 8.30am – 5.30pm

✉ **myaccmanager@britishgas.co.uk**

You can also contact your Account Manager if you have one. You'll find their details on your bill.

Step 2

Business Customer Relations Team

British Gas, Business Customer Relations, Winnall Down,
Alresford Road, Winchester, Hampshire SO21 1FP

✉ **customer.service.director@britishgas.co.uk**

Step 3

Energy Ombudsman (for micro businesses)

Energy Ombudsman, PO Box 966, Warrington WA4 9DF

☎ **0330 440 1624**

✉ **enquiry@energyombudsman.org**

🌐 **www.energyombudsman.org**

Monday to Friday, 8am to 8pm, and Saturday, 9am to 1pm

If you need independent advice

It's easy to get free, independent advice so that you "know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. You can contact Citizens Advice at any time during the complaints process.

☎ Citizens Advice consumer helpline **0808 223 1133**
Welsh speaking **0808 223 1144**

☎ Textphone **18001 0808 223 1133**

🌐 **citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue**

* We may record calls to help improve our service to you. For information about calls to 03 and regional numbers please contact your network provider as individual charges will vary. British Gas is a trading name of British Gas Trading Limited Registered in England and Wales: No. 3078711 Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD