

# Putting things right for you

How we handle complaints



[britishgas.co.uk](http://britishgas.co.uk)

  
**British Gas**

# What will happen next

If you're not happy with our service or think we've let you down, please let us know. We'll then do everything we can to put things right for you.

## How to let us know you have a complaint

- Contact us at:  
[britishgas.co.uk/complaints](http://britishgas.co.uk/complaints)
- Call us on 0333 202 9832\*
- Write to us at:  
**Services Customer Relations,**  
**PO Box 699**  
**Winchester**  
**SO23 5AR**

We'll try to sort things out for you as soon as we get your complaint. If we can't, we'll send you an email or letter within five days to let you know we're looking into your issue.

We'll try and do this as quickly as possible. If your case is complex or involves a number of issues, we may need some time to get to the bottom of things. But we'll be sure to keep you up to date, by phone or in writing.

After eight weeks, we'll send you our decision about your complaint or explain why we've yet to reach one.

**We aim to resolve most complaints within eight weeks**

We hope our final decision helps to resolve things for you. But if you're not happy with it or if it's taken over eight weeks to sort things out, you can refer your complaint to the Financial Ombudsman. It's a free and independent service, which can help settle disputes between customers and companies that offer financial services, like us.

If you'd like to contact the Financial Ombudsman, please make sure you do so within six months of our final response.

## How to contact the Financial Ombudsman

Write to:

**The Financial Ombudsman Service**  
Exchange Tower  
Harbour Exchange  
London  
E14 9SR

Call: 0800 023 4567  
or, from a mobile, 0300 123 9123

Email:

[complaint.info](mailto:complaint.info)  
[@financial-ombudsman.org.uk](https://www.financial-ombudsman.org.uk)

If you're not happy with the Financial Ombudsman's decision, you retain the right to go to court. However, if you and/or the court accept the Ombudsman's decision, both you and we have to follow it.

You can find further details about the Financial Ombudsman Service in the leaflet we'll send you with our final decision or on their website: [financial-ombudsman.org.uk](https://www.financial-ombudsman.org.uk)





If you would like this leaflet in an alternative format, such as large print, Braille or audio, visit [britishgas.co.uk/psr](http://britishgas.co.uk/psr)

Phone lines open Monday to Saturday 9am–5pm.

\* We may record calls to help improve our service to you. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

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