

# <u>Customer Feedback and Complaints</u> <u>Procedure</u>

### <u>Customer Feedback and Complaints Procedure</u>

Kensa Utilities appreciates and values feedback received from all customers which helps us to monitor our processes and make improvements where required. If you have had a poor experience with us, then we would like the opportunity to put it right. Of course, we are always happy to hear what we are doing well, so we can continue to provide great service to all our customers.

If we can resolve your complaint quickly and informally, we will. However, where you feel this has not been the case, you are welcome to refer to an Independent Complaint Handling Service or Ombudsman.

You may appoint someone to handle your complaint on your behalf. You must notify us of this person's name and contact details so we can liaise with your representative directly, including sending correspondence about your complaint to your appointed representative.

#### Stage One



•If you have a complaint then you\* can contact us by emailing customerservices@kensautilities.com or by writing to us at Kensa Utilities, Mount Wellington Mine, Chacewater, Truro, TR4 8RJ detailing the cause for complaint, call us on 01872 862140 or use our Contact Us form on our website kensautilities.com

Two

 Our Service Manager will review the information and contact you directly within 15 working days of receiving, to request any further information and acknowledge receipt of your complaint



 The Service Manager will investigate the complaint and information provided within 10 working days of acknowledging receipt of complaint or receiving requested further information from yourself



- Outcome- complaint upheld- we will apologise and tell you how we intend to resolve the matter
- Outcome- complaint not upheld- we will say why and tell you what else you can do

<sup>\*</sup>Or someone on your behalf such as a friend, family member or outside agency

#### **Stage Two**

One

•If you still feel your complaint has been unresolved you can ask for a secondary review with a Senior Manager within **one month** 

Two

•Our Senior Manager will review the information provided and steps already taken in the investigation into your complaint. They will do this wihin 20 working days of receiving unresolved escalated complaint

Three

- •Outcome- complaint upheld- we will apologise and tell you how we intend to resolve the matter
- •Outcome- complaint not upheld- we will say why and send you a letter

Four

- If your complaint is not upheld at this stage you have the right to make a complaint to the Energy Ombudsman. We will tell you how to do this
- •We endeavour to provide you with an outcome within 8 weeks from receipt of your original complaint

## Independent Complaint Handling

The Energy Ombudsman www.ombudsman-services.org/sectors/energy

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

0330 44 01624

enquiry@ombudsman-services.org

Citizens Advice Bureau www.citizensadvice.org.uk

0808 223 1133

Relay UK- if you cannot speak or hear on the phone, you can type what you want to say: 18001 then 0808 223 1133

Welsh-speaking adviser: 0808 223 1144