



Customer Feedback and Complaints Procedure

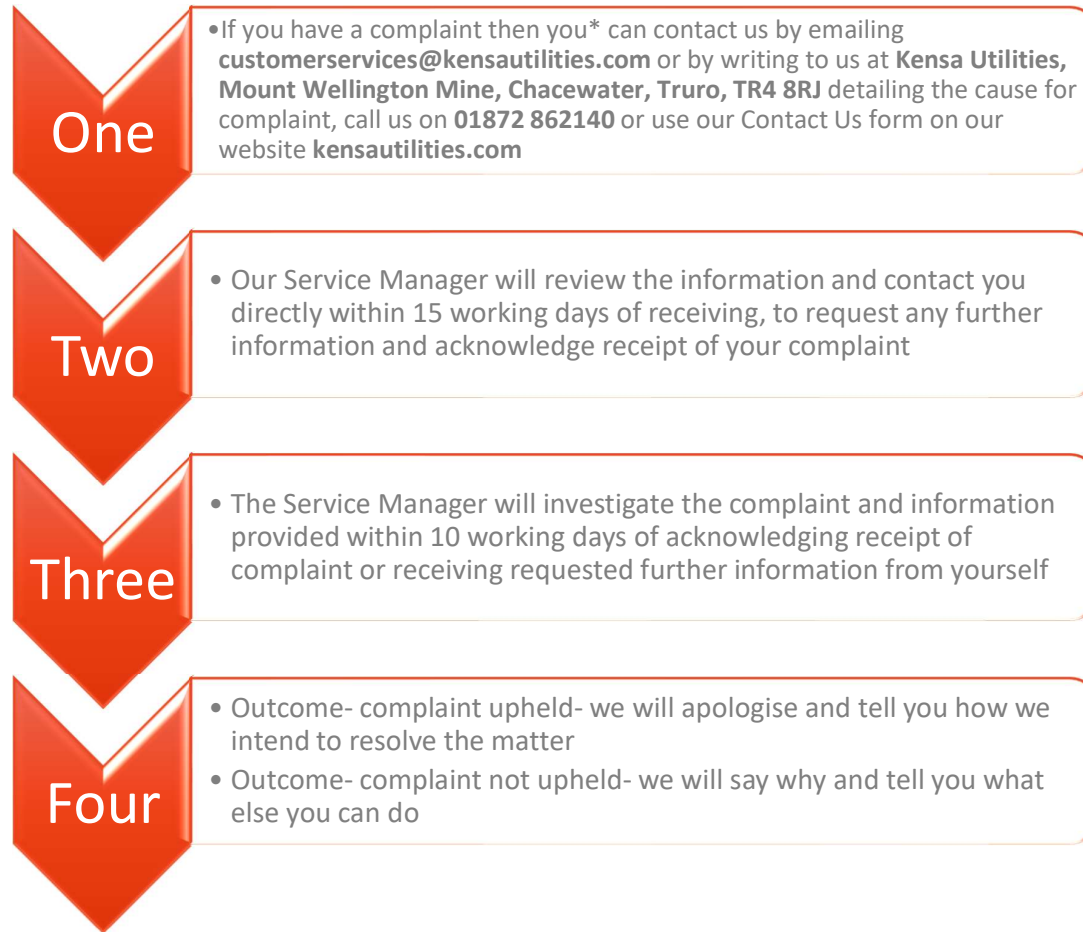
Customer Feedback and Complaints Procedure

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



*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 within 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