

# Useful information

## Making a complaint

We like to keep our customers happy so customer service is our top priority. If for any reason you feel you haven't received the best from us and would like to submit a formal complaint, don't hesitate to get in touch straight away.

There are three steps in our complaints process:

### 1. Get in touch

#### Call, email or contact us by post

If you're dissatisfied with a particular part of our service the first thing to do is contact our Customer Service team, giving them as much information about your complaint as possible. This way we can aim to resolve the issue immediately, but if we can't, we'll give you a contact name and reference number and provide regular updates on the status of your complaint.



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### 2. Escalate your complaint

#### Talk directly to a member of our management team

On the rare occasion that you're not satisfied by our initial response, or your complaint has not been resolved in four weeks, a member of our management team will step in and do everything they can to resolve your issue.

Your issue should be resolved within 2-4 weeks of escalation and no more than 8 weeks after your initial contact with us. As resolution to your issue we may provide the following:

- An explanation of the circumstances around your complaint
- A formal apology
- An offer of compensation

### 3. Arbitration

#### Taking your complaint further

After 8 weeks, in the unlikely event that we haven't resolved your issue, or you feel our final resolution is unsatisfactory, you can choose to contact the Citizens Advice Bureau for free, clear and practical advice. In England call 08444 111 444. In Scotland call 0808 800 9060. In Wales call 08444 77 20 20. Alternatively visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk) for more information.

If you're a micro business\* customer, you also have the right to refer your complaint to the Energy Ombudsman, an independent arbitrator specialising in resolving energy customer complaints. To refer your complaint call 0330 440 1624 between 9am and 5pm Monday to Friday or visit [www.ombudsman-services.org](http://www.ombudsman-services.org).

\*A business must meet any of the following three criteria to be considered a microbusiness: the business consumes less than 293,071 kWh of gas per annum, the business consumes less than 55,000 kWh of electricity per annum, the business has fewer than 10 employees and the annual turnover of annual balance sheet does not exceed 2million.