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# Customer Complaints procedure

*Our Commitment to You*

**At Independent Power Networks we pride ourselves on our superior customer service. However, we also understand that there are occasions when things go wrong. We have a simple and clear complaints process for you to follow if this happens.**

## **Step 1 – Initial complaint**

If you are dissatisfied with any aspect of the service you have received from Independent Power Networks, please tell us.

Our Customer Services Team can be contacted at:

### **Our Contact Details**

#### **Address**

Independent Power Networks  
Ocean Park House  
East Tyndall Street  
Cardiff  
CF24 5GT

**General Enquiries Line** 0845 055 6199

**TextDirect** 18001 0871 225 0123

**Fax** 0871 429 0422

**Email** [enquiries@envoyonline.co.uk](mailto:enquiries@envoyonline.co.uk)

### **Our Office Hours**

**Monday – Thursday** 8.30am – 5pm

**Friday** 8.30am - 4.30pm

Please address complaints to our Customer Service Team in the first instance.

We aim to resolve your complaint as quickly as possible. However, if we cannot resolve your complaint immediately and it requires further investigation, we will provide a substantive response within 10 working days. If we need to visit your property or make enquiries of persons who are not officers or employees of our company, we will provide an initial response within 10 working days and a substantive response within 20 working days.

We will include an apology, explanation or description of the remedial action we are taking or have taken where applicable. In the appropriate circumstances, you may be entitled to the award of compensation.

### **Complaints about employees**

If you have a complaint about one of our employees please address it to the Customer Service Manager in the first instance, or the Operations Director should your complaint involve the Customer Service Manager. We take any complaint made against our employees very seriously; however any disciplinary action we choose to take regarding our staff will not be disclosed to you in accordance with our company policy.

## Step 2 – Escalation

If you are not satisfied with either the way in which we handled your complaint or the way in which it was resolved, you can write to our Operations Director at the address on page 2 and ask them to review the matter.

Our Operations Director will investigate your complaint and respond promptly, either by telephone or in writing.

If your complaint is complex and requires further investigation we will let you know. We aim to respond to these complaints within 10 working days.

## Step 3 – Energy Ombudsman

If you have escalated your complaint and you are still dissatisfied with our response, you can refer the matter to Energy Ombudsman whose service is free of charge and decision is binding upon ourselves.

The Energy Ombudsman can be contacted as follows:

Telephone: 0845 055 0760, 01925 530263 or 0330 440 1624

Further information on the Energy Ombudsman can be obtained at [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk).

### Independent Advice

For free impartial advice you may wish to contact the following:



**Consumer Direct** – The government's helpline providing advice and information for consumers. As well as being able to offer practical, impartial advice, it can refer customers to bodies that are better able to assist.

Telephone: 08454 04 05 06

Website: [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)



**Consumer Focus** – The new name for the new National Consumer Council. It has a duty to investigate about actual or threatened disconnection, and power to investigate complaints from vulnerable customers only.

Telephone: 08454 04 05 06 (Consumer Direct will progress your enquiry with Consumer Focus if applicable)

Website: [www.consumerfocus.org.uk](http://www.consumerfocus.org.uk)