



# Utility Point's Complaint Procedure

## Utility Point is here to help!

Utility Point is passionate about providing a high level of service and its always disappointing when things do not go to plan. With your help and feedback, we will continue to evolve and improve our processes.

## How to help us improve?

To provide your feedback, please email our team at [help@utilitypoint.co.uk](mailto:help@utilitypoint.co.uk) or call 03455 577 878 Monday – Friday 9.00am – 6:30pm. Alternatively you can complete our online form by visiting <https://www.utilitypoint.co.uk/contact/>.

When sending us your comments please provide the reason for your feedback, your account information and your preferred method and time to be contacted by our team.

## What happens next?

Once our team has received your feedback, we will thoroughly review your comments and let you know possible solutions or next steps within 24 working hours. Dependent on our resolution, this may be a full explanation, apology, or where appropriate in some cases, a gesture of goodwill.

More complex investigations can take a little bit longer to reach a resolution, but we will keep you updated with our progress. We recommend you keep making regular payments to cover your energy usage to prevent your account going into deficit.

## Feedback around switches to Utility Point

We will investigate your experience, explain what has happened and provide you with a resolution. We will always work hard to conclude things as soon as possible.

## Problems with your supply?

We will speak to your network supply operator and pass on all the details so they can investigate this on your behalf. We will always let you know what they say and pass on any compensation you may be owed and inform you by phone or email.

## If you are not happy with our resolution?

Our team will always work hard to offer the right resolution for you. If you remain unsatisfied with our resolution, we will arrange for one of our dedicated Customer Care and Experience Team members to review your feedback and our resolution. We will aim to complete this within 24 hours after your request for a further review. The team will attempt to contact you by phone, however, if you have a different contact preference, please let us know.

Sometimes it may take a little longer if this is more of a complex issue and if we have been unable to resolve things within eight weeks of you raising the feedback with us.

If we have not been able to agree a resolution with you, this is known a position of 'deadlock'. We will provide you with a letter of deadlock and you may wish to then escalate the feedback with final resolution with the Ombudsman Services: Energy.

## If you need independent advice?

Free advice is readily available, so that you 'Know your rights' as an energy consumer.

You might want to find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're having difficulties paying your bills.

You can get help with energy problems from Citizen's Advice. This includes complaints, issues with your bills or meters, or if you're struggling to pay for the energy you use.

If you live in England or Wales, go to [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or contact the Citizens Advice consumer service on 0808 223 1133. Calls are free.

If you live in Scotland, go to [energyadvice.scot](https://energyadvice.scot) or contact Advice Direct Scotland on 0808 196 8660. Calls are free.

Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.

The Energy Ombudsman is another independent organisation. Please note, the Ombudsman will request a copy of the letter of deadlock or evidence that your complaint is over 8 weeks old, so please ensure you contact Utility Point to give us the opportunity to resolve your complaint for you.

The Ombudsman is there to help resolve disputes between energy suppliers and their customers. It is free to use the Ombudsman's services and they are independent – they will not take sides and their decisions are based only on the information they have or have been provided. You do not have to accept their decision, but if you agree with their decision, we will ensure the outcome of their decision and any required action is completed promptly for you. This could be an apology, explaining what's gone wrong, fixing the problem or providing you compensation.

To contact the Ombudsman

- Call: 0330 440 1624 Textphone: 0330 440 1600
- Email: [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)
- Go online: [www.ombudsman-services.org/energy](https://www.ombudsman-services.org/energy)
- Write to: Ombudsman Services: Energy, PO Box 966, Warrington WA4 9DF

On their website you can also find their factsheet, which gives you full details about their services and how they can help you.

If you would like to view a copy of The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, visit [legislation.gov.uk](https://legislation.gov.uk).