

Watt Utilities Complaints Handling procedure for ADR SCHEME

“Success is the sum of small efforts,
repeated day in and day out.”



Watt
Utilities



Watt Complaint Procedure Process

► Introduction

► Watt Utilities aims to provide the highest standards of service and get things right first time. The complaints that we receive, however minimal, help us to better understand how we are performing, lessons we can learn and the improvements we can make.

Complaints Procedure

Who we are?

The Watt Utilities team of experts have extensive knowledge of the utilities sector and are committed to providing a friendly, professional level of service.

Monitoring the market daily, Watt Utilities provide our customers with the most competitive rates on the market, ensuring each business has the most suitable utility contracts for their needs.

We pride ourselves on providing the highest standard of customer service whilst continually looking for ways to improve.

What does this complaints policy cover?

Watt Utilities considers a complaint to be a formal expression of dissatisfaction about any aspect of our service by a person who has been directly involved in the service complained of. We take complaints seriously. We will respond to complaints effectively and deal with them sensitively, fairly and thoroughly. All complaints will be treated in the strictest confidence.

How to make a complaint

Contact us in one of the ways listed below. Our Complaints Officer will try to help and assist with your query or complaint straight away. We can call you back, write to you or arrange a call back for a later time. We may record the call for training and verification purposes.

Our contact details are:

Reception: 0844 371 2975

Monday to Friday 9am – 5pm

Email: Resolutions@watt.co.uk

Write to us:

Watt Utilities Ltd
Customer services
St Ann's House
5th Floor
St Ann's Street
Manchester
M2 7LP



The Complaints Process

There are two stages to Watt Utilities complaint's process.

Stage One

We have a designated complaints officer who will respond to you. You will receive an email receipt within 24 hours acknowledging your complaint. A case will be opened, and the investigation will begin.

We do try to resolve complaints in an efficient and timely manner. A full response to the complaint will be provided by the Complaints Officer within 28 days if it cannot be resolved in the first instance.

Stage Two

If you are not happy with how we have dealt with your complaint, with your permission we will escalate to the independent code manager. Some complaints maybe more complex than others. In this instance, a full audit of your complaint will be conducted, and we will try and resolve your escalated complaint within 28 days.

If it is not possible to conclude the full investigation within 28 days, we will contact you to explain why there is a delay and to give you a revised estimate of how long it will take us to respond in full. In our final reply, we will let you know what we have found and explain how and why we came to our conclusions.

If you are a micro business and we haven't been able to solve your request within 8 weeks, or we can't agree a way forward with you, we will write and let you know that you have the right to refer your complaint to the Ombudsman Services: Energy

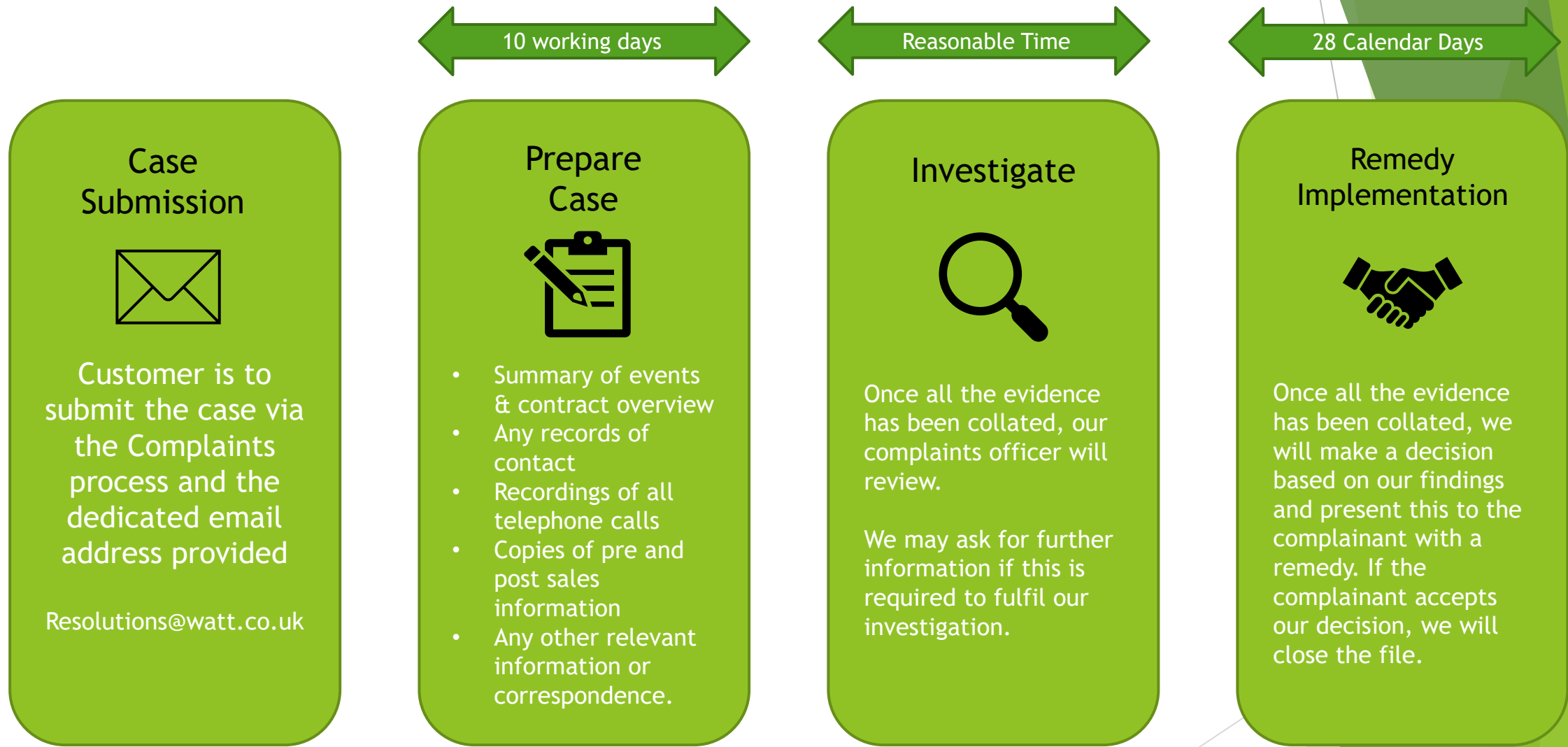
You don't have to accept their decision, but if you do, we'll act on what they say:

Ombudsman (for micro businesses)
Ombudsman Services: Energy, PO Box 966, Warrington WA4 9DF
Telephone: 0330 440 1624
Textphone: 0330 440 1624

Email: enquiry@ombudsman-services.org



Case Journey and Milestones



If you are a micro business and we haven't been able to solve your request within 8 weeks, or we can't agree a way forward with you, we will write and let you know that you have the right to refer your complaint to the Ombudsman Services: Energy

Investigation Process

How do we reach a conclusion?

Our aim is to give fair and balanced consideration to both parties' viewpoints in order to reach an appropriate conclusion.

