



## Utility Options Ltd

### Code of Practice on Complaint Handling and Dispute Resolution

UTILITY OPTIONS LTD is an independent company that delivers utility brokerage services to our customers for electricity, gas & water across the UK.

While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So, we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously

If you have a complaint about any part of our service, please contact our Customer Service Team using one of the following:

By Phone: 01745 703703

By Email: [enquiries@utility-options.co.uk](mailto:enquiries@utility-options.co.uk)

By Letter: Customer Service, Utility Options, Irish Square, St Asaph LL17 0RN

If you telephone, our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information we hold on you. To do this we may have to ask questions to confirm that we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking the progress of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 10 working days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from:

Ombudsman Services – Energy

Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF T: 0330 440 1624

E: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org) W: [www.ombudsman-services.org](http://www.ombudsman-services.org)

Ombudsman Services is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofgem approved ADR services sort out disputes between utility brokers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we do believe we will shortly resolve your complaint and are taking active steps to do so.



## Useful Addresses

### **The Ombudsman Services**

Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

T: 0330 440 1624

E: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

W: [www.ombudsman-services.org](http://www.ombudsman-services.org)

### **Ofgem**

10 South Colonnade, Canary Wharf, London, E14 4PU

T: 020 7901 7295

E: [contact@ofgem.org.uk](mailto:contact@ofgem.org.uk)

W: [www.ofgem.org.uk](http://www.ofgem.org.uk)

### **Citizens Advice (England & Wales)**

T: 0808 223 1133

W: <https://www.citizensadvice.org.uk>

### **Advice Direct Scotland**

T: 0808 196 8660

E: [energyadvice.scot](mailto:energyadvice.scot)

W: <https://energyadvice.scot>