

## Making a Complaint

City Energy Network aims to provide the highest standard of service to every customer. If you are not completely happy with our service, we'd like to hear about it so we can do something to put it right. All concerns we receive are taken seriously.

We do everything we can to make sure our customers get the best products and service possible. However, sometimes we may not get things right the first time. When that happens, we want you to tell us what went wrong so we can put matters right.

We want to:

- Make it easy for you to tell us what went wrong;
- Give your complaint the attention it deserves;
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved

### How and where to complain

If you are not happy with any aspect of our service or products, you can tell us about your complaint in the following ways:

**In person** – call into our office at the address shown overleaf. We are open Monday to Friday from 9am – 5pm.

**In writing** – write to us at the postal address or email address shown overleaf. Address your correspondence to the Office Manager.

**By telephone** – call us on 02920 499183 during our office hours and ask for our Office Manager.

### How long will it take

We aim to resolve your complaint straightaway but if we can't then we will write to you within **three** business days to tell you:

- Why we have not resolved your complaint;
- Who is dealing with your complaint; and
- When we will contact you again.

We aim to resolve your complaint quickly but it may take longer if it is complex.

We will keep you informed on a regular basis but if you need an update please call us on 02920 499183 and ask to speak to the person handling your complaint.

### If we cannot reach an agreement with you

If we can't agree a solution with you within eight weeks, we will

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision.

OR

- Issue our final decision letter which will explain our final position.

Our aim is to resolve all complaints internally. However, if after receiving our final decision letter, or if eight weeks have passed, you may have the right to refer your complaint to the Financial Ombudsman Service ("FOS"), the Green Deal Ombudsman Service, the Information Commissioner's Office or another Alternative Dispute Resolution Provider.

## Complaints

If you are not satisfied with any aspect of our service or products, please tell us about it.

Telephone us on: 02920 499183

Email us at: [info@cityenergy.org.uk](mailto:info@cityenergy.org.uk)

Meet us or write to: Office Manager  
Coptic House  
4-5 Mount Stuart Square  
Cardiff  
CF10 5EE

Should you be unhappy with our final response, you may refer your concerns to an external oversight organisation. We will tell you which one is best placed to discuss your concerns.

## Financial Ombudsman Service (FOS)

If you would like FOS to look into your complaint about a financial product or service you must contact them **within six months** of the date of our final response letter. Only complaints relating to the sale of financial services should be referred to FOS.

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Or you can telephone on: 0800 023 4567

Or email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Further information can be obtained from the FOS website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Green Deal Ombudsman Service (GDOS)

If you would like GDOS to look into your complaint about your Green Deal product or service you must contact them **within six months** of the date of our final response letter. Only complaints relating to the Green Deal should be referred to GDOS.

Ombudsman Services: Energy  
PO Box 966  
Warrington  
WA4 9DF

Or you can telephone on: 0330 440 1624

Or email: [enquiries@os-energy.org](mailto:enquiries@os-energy.org)

Further information can be obtained from the GDOS website at [www.ombudsman-services.org](http://www.ombudsman-services.org)

## Information Commissioner's Office (ICO)

If you would like the ICO to look into your complaint about how we deal with your personal data you should contact them **within six months** of the date of our final response letter. Only complaints relating to your personal data should be referred to the ICO.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Or you can telephone on: 0303 123 1113

Or email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Further information can be obtained from the ICO's website at [www.ico.org.uk](http://www.ico.org.uk)