

## Utility Outlet Ltd Complaints Procedure

At Utility Outlet we are committed to continuous improvement and passionate about giving our customers exceptional service.

1. If you're dissatisfied with the service you've received from Utility Outlet, let us know and we will look into it straightaway. A complaint can be made to us either by phone or in writing (including by email). Clients making complaints will always be treated with courtesy and respect at all times.
2. Once we receive your complaint, a member of our customer service team will be in touch within 2 working days to confirm it's been received and we are working on it.
3. We aim to resolve any complaint within 14 working days. A customer complaint can be resolved in a number of different ways for example; a written apology, making a good will gesture or compensation.
4. If you are still dissatisfied with the resolution that we provide or your complaint has been unresolved for more than eight weeks or you have received a letter of "deadlock" for us (both parties not able to come to a resolution) you can escalate your complaint to Ombudsman Services. Ombudsman Services is impartial and free for you to use for consumers.

### How to get in touch with us

Phone: 01253 579567

Email: [enquiry@utilityoutlet.co.uk](mailto:enquiry@utilityoutlet.co.uk)

Post: Suite 25, Plymouth House, 25 Plymouth Road, Blackpool FY3 7JP

### Energy Ombudsman Contact Details

Phone: 03304401624

Email: [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

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

