

## **Complaints Handling Procedure**

We always aim to provide the best possible service and if there is a problem, we will do all we can to put things right for you.

If you have a problem with the service you have received, we want to resolve it for you as soon as possible and our Customer Service team is on hand to help.

### **Step 1**

#### **Get in touch with us**

You can contact our Customer Service team by emailing [customer@sgn.co.uk](mailto:customer@sgn.co.uk), or you can use our can live chat facility by using our website [sgn.co.uk](http://sgn.co.uk). You can also reach us on social media by searching for [SGN on Facebook](#) or [@SGNgas on Twitter](#).

If you'd prefer, you can write to us at SGN Customer Service, Stroma Suite, Grampian House, 200 Dunkeld Road, Perth PH1 3GH. Alternatively, if you wish to speak with us you can call 0800 912 1700.

When you contact us, it would be helpful if you could provide us with the following information so we can deal with your complaint more efficiently:

- Full contact details (name, company name (if applicable), address, telephone number and email address)
- Full site location address and postcode
- Any relevant reference numbers

#### **How we aim to put things right**

We treat all complaints seriously and confidentially. We will fully investigate your complaint in line with our complaints handling procedure, and we will do this in a courteous, prompt and straightforward manner. Your complaint will be reviewed by our Customer Service team or local depot management team.

We'll provide a substantive response within 5 working days or 10 working days where a site visit or third-party enquiry is required.

#### **What resolution can you expect?**

The different resolutions you can expect from our complaints are:

- An apology where we have failed to provide a satisfactory level of service
- An explanation addressing the issue(s) you have raised
- Where required, appropriate remedial action
- Awarding compensation, in the appropriate circumstances, under our Guaranteed Standards of Service as prescribed and monitored by our regulator Ofgem
- If appropriate to the circumstances, award a goodwill payment

## **Step 2**

### **Escalation to our Head of Customer Experience**

If you cannot reach agreement with our Customer Service team or our local depot management team, you can escalate your complaint to our Head of Customer Experience for review.

Our Head of Customer Experience will investigate your complaint fully and provide a substantive written response within 5 working days or 10 working days where a site visit or third-party enquiry is required. Please be aware as part of the review, our Head of Customer Experience may ask for assistance from a local senior manager.

You can contact our Head of Customer Experience by emailing [headofcustomerexperience@sgn.co.uk](mailto:headofcustomerexperience@sgn.co.uk). Alternatively, you can also write to Head of Customer Experience, SGN Customer Service, Stroma Suite, Grampian House, 200 Dunkeld Road, Perth PH1 3GH.

## **Step 3**

### **Independent review by the Energy Ombudsman**

We recognise we may not always succeed in wholly resolving your complaint. If we cannot agree a satisfactory resolution within eight weeks of you making your complaint, your complaint can be 'deadlocked'. This means we'll send you a letter explaining we've been unable to resolve your complaint to your satisfaction.

If your complaint has been deadlocked or more than eight weeks have passed since your initial complaint, you can contact the Energy Ombudsman. This is a free and independent dispute resolution service for domestic customers, approved by the energy regulator Ofgem. The Energy Ombudsman will investigate your complaint but will expect you to have first approached us and followed our complaints handling procedure. The Energy Ombudsman will make a final decision and inform you of the outcome.

You can contact the Energy Ombudsman by calling 0330 440 1624. Alternatively, you can write to; Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF. For further information about the Energy Ombudsman, please visit [ombudsman-services.org](http://ombudsman-services.org).

### **Additional Help and Support**

#### **Extra support for those who need it most**

We're here to keep you safe and warm all day, every day, whether we're upgrading our network or repairing a gas leak. We offer a range of services to provide extra help for those who need it most, including:

- Our locking cooker valve, which helps keep people with dementia safe in their own home
- Advice on how to protect your family from carbon monoxide poisoning
- Connecting you to our gas network for free or for less through our Help to Heat scheme, if you're struggling to afford keeping your home warm
- Registering you on your energy supplier's Priority Services Register, so you'll receive priority support in a gas emergency or power cut

If you, or anyone you know, could benefit from any of our free extra help services, please visit [sgn.co.uk/extra-help](http://sgn.co.uk/extra-help) or call our Careline on **0800 975 1818**.

### **Citizens Advice Consumer Helpline**

Citizens Advice provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. Its consumer helpline offers advice on issues around your energy supply.

If you are a domestic customer, you can speak to Citizens Advice at any point regarding your complaint by calling **03454 040 506**. For more information and details of other ways to contact Citizens Advice, please visit [citizensadvice.org.uk](https://citizensadvice.org.uk).

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At SGN we are always committed to respecting your privacy. For details on how we use your data, please refer to our Privacy Notice on our website [sgn.co.uk/privacy-policy](https://sgn.co.uk/privacy-policy).

Our complaints handling procedure is available in different formats and languages by calling our Careline on 0800 975 1818 or emailing [customer@sgn.co.uk](mailto:customer@sgn.co.uk).