

Customer Complaints Procedure

We believe that our customers are our most important asset, and we aim to provide services that meet and exceed their expectations.

Should you feel that we have fallen short of these high standards, please allow us to work with you to put things right by considering the following steps.

Step one: Get in touch

We are committed to addressing your queries as and when they arise, but should it be clear that you are fundamentally dissatisfied with the service you have received, we will ensure your case is referred to our dedicated complaints team for investigation.



Email us at:
complaints@crowngas.co.uk



Chat with us at:
www.crowngas.co.uk



Call us on:
0161 762 7744

Our team will acknowledge receipt of any complaint within 2 business days and provide a unique complaint reference number. They will then work to investigation and ultimately resolve your complaint, providing clear updates throughout, usually over email.

We aim to reach a decision regarding the complaint, including any resolutions which may be required, within 28-days of our initial acknowledgment.

If a complaint relates specifically to way in a contract has been sold by an Energy broker, or the services provided by that Energy Broker, we may signpost the customer to the brokers own complaints procedure. We will however maintain a record of any contact and ask the customer to update us regarding the progress of their complaint.

Step two: Escalate your complaint.

If you are not satisfied with how we have investigated your initial complaint, or the resolution we have proposed, you may choose to escalate your complaint.

Internal Review:

If you believe a material error has been made in the initial investigation of your complaint, or new information has since become available, you may expressively request that your case is escalated for internal review.

Crown Gas & Power may allow up to 28-days to consider any additional information provided. If you remain unsatisfied with the outcome of this review, you may seek independent arbitration or advice.

Independent arbitration:

Where you object to any decision issued by Crown Gas & Power a **deadlock letter** will be issued to formally confirm our decision, indicating that you have exhausted our internal complaints procedure. You may then choose to seek alternative means of dispute resolution.

Please see the below for details of independent dispute resolution and advice services available to any **micro business customer**.

Crown Gas & Power, Crown Point, Heap Brow, Bury, BL9 7JR
t: 0161 762 7744 w: www.crowngas.co.uk e: hello@crowngas.co.uk

Crown Gas & Power is the general term applied to the companies Crown Gas and Power Limited (Co Reg. 07980591, VAT No: 188 8866 22) and Crown Oil Ltd T/A Crown Gas & Power (Co Reg. 1315556, VAT No: 305 0891 79)

Registered in England and Wales | The Oil Centre Prettywood, Bury New Road, Bury, Lancashire, BL9 7HY

CP0031V11.1_Complaints Procedure

***To qualify as a micro business** your business must satisfy one of the following requirements:

- An annual consumption of no more than 293,000kWh of gas or 100,000kWh of electricity, dependent on the fuel subject to complaint.
- Fewer than 10 employees (or their full-time equivalent) and, an annual turnover or annual balance sheet no greater than €2 million

Energy Ombudsman

Crown Gas & Power is a member of the Energy Ombudsman service, meaning any micro business customer who exhausts our internal complaints procedure can escalate their case to the Ombudsman's free and impartial dispute resolution service.

You will be considered to have exhausted our complaints procedure if either:

- You have been issued with a **deadlock letter** confirming our final position.
- Your complaint has been **open for 8 weeks or more** without an agreed resolution.

Customer can register a complaint with the Energy Ombudsman via their website, by email, over the phone or in writing. They do not take sides, and make their decision based on the information available to them.

- Visit: www.energyombudsman.org
- Email: enquiry@energyombudsman.org
- Call: 0330 440 1624
- Write to: [Energy Ombudsman, PO Box 966, Warrington, WA4 9DF](#)

If you agree with their decision, we have to act on what they say. This may mean we have to issue an apology, explain what has gone wrong, correct the problem or give you a financial award. You do not have to accept their decision.

Citizens Advice Consumer Service

Alternatively, you may contact Citizens Advice at any time to access free and independent help and advice relating to your energy supply.

To contact Citizens Advice in England & Wales:

- Visit: www.citizensadvice.org.uk/energy
- Call: 0808 223 1133

To contact Citizens Advice in Scotland:

- Visit: cas.org.uk
- Call: 0800 028 1456

Or access Advice Direct Scotland:

- Visit: www.energyadvice.scot