



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

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## **Introduction**

This Code of Practice is published by GTC on behalf of our 2 licensed UK energy network businesses, GTC Pipelines Limited (an Independent Gas Transporter) and the Electricity Network Company Limited (an Independent Distribution Network Operator).

Through these licensed businesses, GTC provides essential energy infrastructure to hundreds of thousands of homes and businesses across mainland UK ensuring that end customers enjoy reliable energy supplies around the clock and throughout the year.

GTC is independent of all other UK gas and electricity providers and suppliers but our networks and IT platforms support the effective functioning of the competitive energy market and allow end user consumers connected to our networks the freedom to shop around for the best energy prices available.

## **We pride ourselves on our good Customer Service but if you have a complaint, we would like to hear it**

Working predominantly with house builders we design, build, adopt and operate gas and electricity networks throughout the country - providing safe and secure engineering solutions for all types of new building development.

Our success is built on a foundation of reliable service delivery and engineering excellence. We work with all of the major house builders and consultants in the UK market and have gained a reputation for honesty, integrity and technical excellence.

At GTC, we are dedicated to delivering the highest quality service. If you feel that we have failed to meet that standard and you wish to register a complaint, we will be only too happy to assist you in doing so in order that we can address your issue.

This leaflet explains our complaint handling procedure.

## Who will deal with your query?

If you have an enquiry relating to GTC you can call us on 01359 240363 and we will be happy to assist you. Occasionally, it is not possible to resolve your enquiry immediately and it may be necessary to take some details and investigate further before calling you back. In these circumstances you will be advised of the reason for this and you will be given a reference number and expected timescales in which to expect a response. If at any time you are unhappy with this service you can ask to speak with a manager.

If you are dissatisfied with how we handle your enquiry, you can register a complaint by calling 01359 243292 or;

Write to:

Customer Services Department

GTC

Energy House

Woolpit Business Park

Woolpit

Bury St Edmunds

Suffolk IP30 9UP

If your complaint is not resolved to your satisfaction, you can ask for the details to be escalated for a further review.

## How we handle your complaint

GTC takes your complaint seriously and will ensure that it is dealt with in a just and efficient manner. If it is not possible to fully action your complaint immediately, we will aim to give you an initial response within 5 working days and a further substantive response within 10 working days of your complaint being logged with us.

Where your complaint requires a visit to premises, or the making of enquiries of persons who are not employees of GTC, an initial response will be made to you within 10 working days explaining why a substantive response cannot be given immediately. This response will include the name, telephone number and address of an employee who you can contact at any time about your complaint. A further substantive response will be sent within 20 working days.

## Independent Advice

We are confident that we will be able to resolve your query or complaint to your satisfaction but if you require independent advice, the following consumer bodies are available:

Consumer Direct

Telephone: 08454 04 05 06

Email: [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

Minicom users 08451 28 13 84

Citizens Advice

Email: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Age Concern

Email: [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

GTC is a member of the Energy Ombudsman Scheme

Telephone: 0845 055 0760

Fax: 0845 055 0765

Email: [enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

# Guaranteed Standards

Information detailing Guaranteed Standards of Performance is available on request by calling 01359 243292.

## GTC Services

GTC provides a wide range of services, including the following:

- Gas networks
- Electricity networks
- Dual fuel networks
- Multi Utility networks
- One-off connections
- Fully integrated Meter Operator provision
- Technical expertise
- Bespoke designs
- Range of clear and transparent quotations
- Telephone/web-based enquiry service

# How to register a complaint

If you are unhappy with the service you have received from us you can register a complaint in any of the following ways:

- By calling our Customer Service Team on 01359 243292.
- By writing to us at: Customer Services Department

GTC

Energy House

Woolpit Business Park

Woolpit

Bury St Edmunds

Suffolk IP30 9UP

- By emailing [customerservices@gtc-uk.co.uk](mailto:customerservices@gtc-uk.co.uk)
- Online at [www.gtc-uk.co.uk](http://www.gtc-uk.co.uk)