

Complaint Handling and Dispute Resolution Code of Practice

Who are GTC?

GTC own, operate and maintain electricity and gas networks across the UK, connecting and delivering gas and electricity to homes and businesses. We are regulated by Ofgem.

GTC do not issue bills to you as we are not a gas or electricity supplier. If you have an enquiry about your bill, or your meter, please contact your gas or electricity supplier. Contact details can be found on your latest bill.

Our Commitment to You

This Complaint Handling Code of Practice applies to GTC's regulated licensed Gas Transportation and Electricity Distribution businesses'

Providing our customers with the best service possible is very important to us, therefore, if you are not happy, we want to know about it.

How to register a complaint

You can register your complaint in any of the following ways:

Form of contact	Details
By Telephone	Customer Care Team 01359 302640 08:00 – 17:00
By Email	Customerservices@gtc-uk.co.uk
In Writing	Customer Care Team GTC Infrastructure Limited Synergy House Woolpit Business Park Woolpit Bury St Edmunds Suffolk IP30 9UP

How we handle your complaint

GTC take all complaints seriously and we ensure that they are dealt with in a just and efficient manner. We will send you an acknowledgment of your complaint within 24 hours of receiving it.



If it is not possible to fully action your complaint immediately, we will aim to provide you with 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 enquiries of persons who are not GTC employees, an initial response will be provided to you within 5 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 about your complaint. A further substantive response will be sent to you within 10 working days.

Resolution of Your Complaint

Step 1

Our **Customer Care Team** will log your complaint as soon as it is received and remain in contact with you until resolution, working as quickly as possible and within the timescales, as on previous page. They will collate and review all of the relevant information in relation to your complaint and provide a substantive response.

Step 2

If you are not satisfied by the substantive response provided during Step 1, your complaint will be escalated to GTC's **Customer Care Manager**.

Step 3

If step 2 does not provide you with a satisfactory conclusion, you can ask for the **Head of Group Customer Experience Manager** to contact you.

Step 4

If you have escalated your complaint using steps 1 - 3 and you remain dissatisfied with our response, or a period of eight weeks has passed, though we would hope you would allow our complaints procedure to run its full course, you can refer the matter to the Energy Ombudsman. This is a free and independent service and GTC is a member of this scheme. The Ombudsman may require us to take practical action that may benefit you, offer an apology or explanation or make a financial award, or any combination of these actions; their decision is binding upon us but not on you as the customer.

(Details as supplied by Energy Ombudsman)

Ombudsman Services: Energy Ombudsman: PO Box 966, Warrington, WA4 9DF

Email: networkoperators@energyombudsman.org . Website: <https://www.energyombudsman.org/> . Telephone: 0330 440 1624.



**Smell gas
Act fast
Phone us
0800 111 999***
Your actions
could save lives



Independent Advice

If you require independent advice, the following consumer bodies are available to you:

The Citizens Advice Bureau:

This is a consumer service that provides free confidential and impartial advice on consumer issues.

Telephone: 03454 04 05 06

Email: www.adviceguide.org.uk

Age UK:

Telephone: 0800 169 6565

Email: www.ageuk.org.uk