

# COMPLAINT HANDLING & DISPUTE RESOLUTION

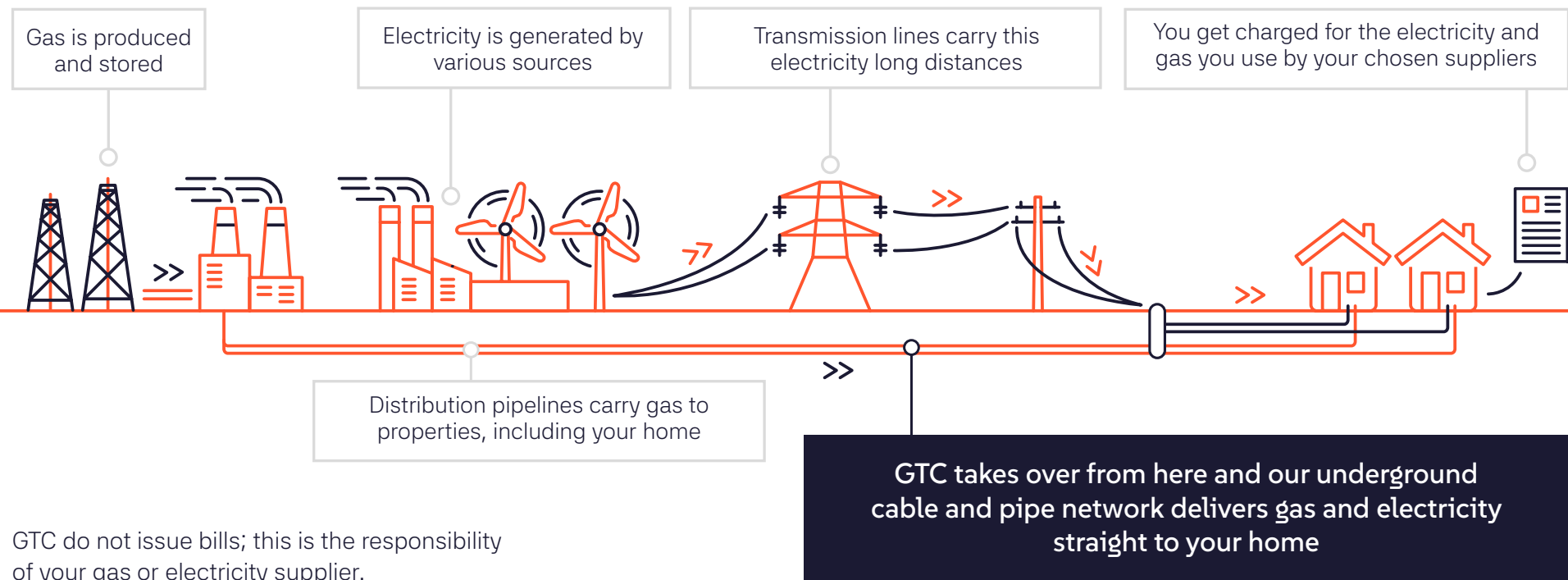
Code of practice



# WELCOME

## 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, who ensure customers are treated fairly and we are committed to ensuring our customers have the best experience with us as their Network Operator.



GTC do not issue bills; this is the responsibility of your gas or electricity supplier.



## OUR COMMITMENT TO YOU

Providing our customers with the best service possible is extremely important to us, and ensuring we treat all our customers with care is core to our business practices. If you are unhappy with any aspect of our service, we want to understand why. This Complaint Handling Code of Practice explains how to make a complaint and applies to GTC's regulated licensed Gas Transportation and Electricity Distribution businesses.

# HOW TO COMPLAIN

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

## BY TELEPHONE

Customer Care Team  
01359 302640  
08:00 – 17:00

## BY EMAIL

[customerservices@gtc-uk.co.uk](mailto: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

# YOUR COMPLAINT

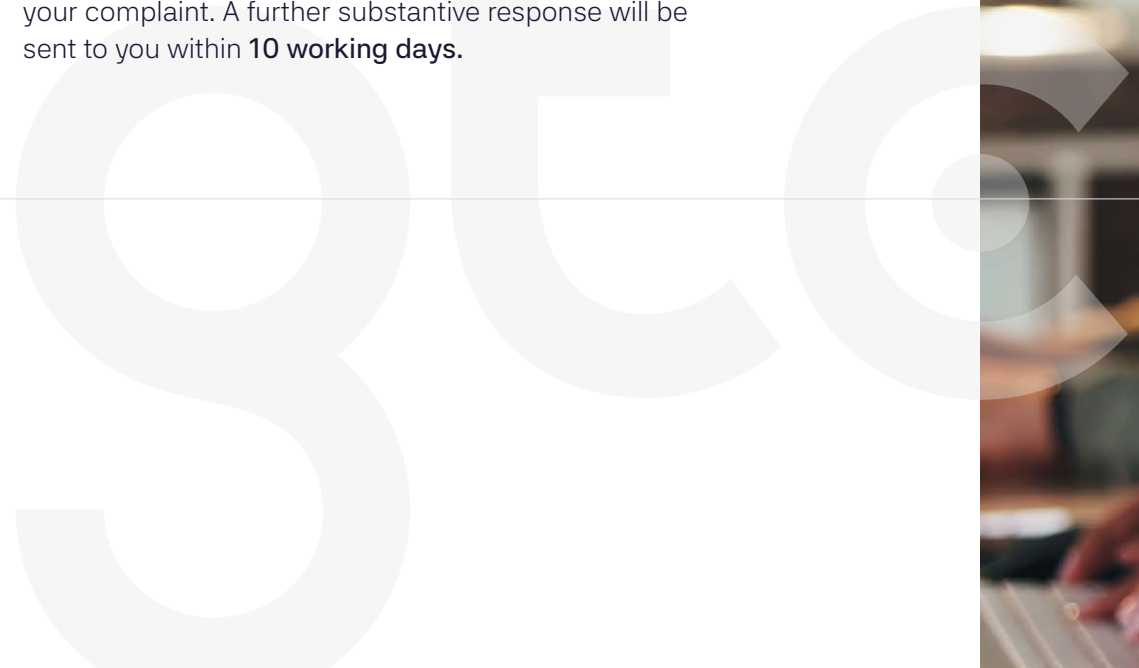
## How we handle your complaint

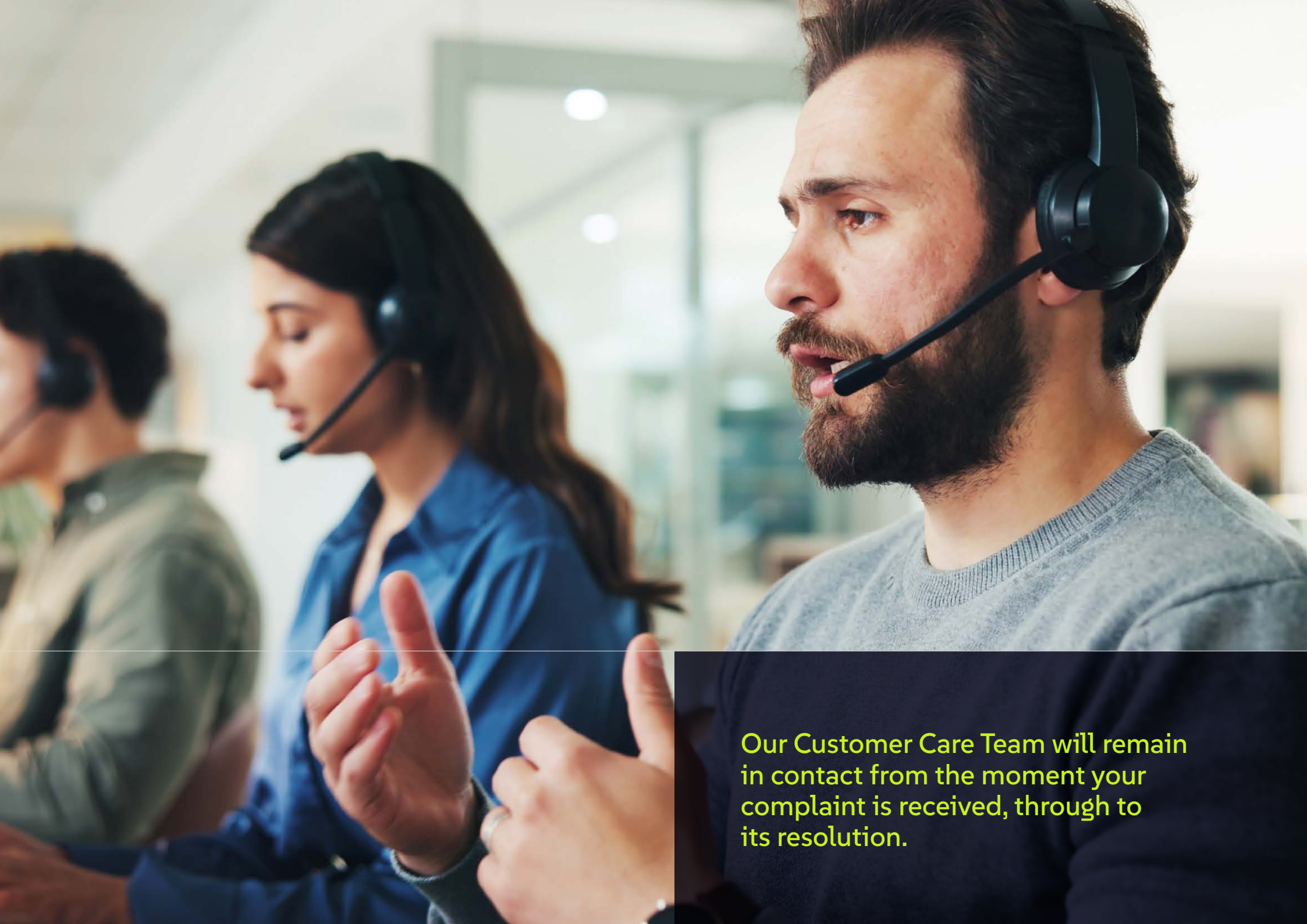
GTC take all complaints seriously and we ensure that they are dealt with in a just and efficient manner. We will send you an acknowledgment of your complaint within **24 hours** of receiving it.

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.

If your complaint requires a visit to premises or enquiries of individuals 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**.





Our Customer Care Team will remain in contact from the moment your complaint is received, through to its resolution.

# COMPLAINT RESOLUTION

## STEP 01

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

## STEP 02

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

## STEP 03

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.

## STILL DISSATISFIED?

If you have escalated your complaint using steps 1-3 and you are dissatisfied with our response, or a period of eight weeks has passed, 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.

## OMBUDSMAN SERVICES

**Address:** Energy Ombudsman, PO Box 966, Warrington, WA4 9DF

**Email:** [networkoperators@energyombudsman.org](mailto:networkoperators@energyombudsman.org)

**Call:** 0330 440 1624

**Website:** [www.energyombudsman.org](http://www.energyombudsman.org)



# USEFUL ADVICE

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

## **The Citizens Advice Bureau**

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

Call **03454 04 05 06**

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## **Age UK**

Call **0800 169 6565**

[www.ageuk.org.uk](http://www.ageuk.org.uk)



# HOW TO CONTACT US

## CUSTOMER SERVICES

**Phone:** 01359 302255 Monday - Friday, 8.30am - 5pm

**Email:** [info@gtc-uk.co.uk](mailto:info@gtc-uk.co.uk)

**Head Office Address:** GTC, Synergy House, Woolpit Business Park,  
Woolpit, Suffolk, IP30 9UP

## ACCESSIBILITY

If you require this document in another format such as large print, braille, audio, or a translated copy, you can request it by calling us on 01359 302255, or via email at [info@gtc-uk.co.uk](mailto:info@gtc-uk.co.uk)