

# Making a Complaint



Simply better energy



## Making a Complaint

Metropolitan is committed to putting you first. We work hard to make your heating use seamless and life easier.

If you do have a problem with our service, then our dedicated team are trained to ensure it is dealt with quickly, efficiently and in line with our Customer Complaints Procedure. We will aim to provide a response to all complaints made within 10 working days.

Our procedure has been developed and tested so that all of our employees and contractors will handle any difficulties you may be having with your heat effectively, whether you contact us via the telephone or in writing.

We define a complaint as any communication by a customer or potential customer in which dissatisfaction is expressed with an aspect of our service, a process, or an employee or contractor working on our behalf.

We aim to operate in a way that makes talking to us quick and simple, and offer a variety of ways of getting in touch with us, including by telephone, through the contact form on our website or by sending us a letter.

If we could be doing more to make it easier for you to get in touch, then please let us know.

### We will investigate your complaint thoroughly in order to determine:

- What your requirements are.
- A complete understanding of the problem and what caused it.
- Possible solutions and any actions we may be required to undertake to ensure that the problem does not arise again.
- Any action you may be able to take to prevent recurrence of the problem.
- Whether a Guaranteed Standards of Service or compensation payment is due.

### We aim to respond with:

- Full understanding of your circumstances.
- An apology if the complaint is justified, together with an explanation of what went wrong.
- An explanation of any relevant company policy that may have generated the complaint.
- Details of any action taken by us to resolve the complaint, or reasons why we believe that no action is required.
- Details of any action that you can take to resolve the problem or prevent recurrence.
- An explanation of whether any Guaranteed Standards of Service or compensation payment is due.
- As full an answer as is possible.
- An explanation of how to escalate the complaint if you remain dissatisfied.

### Complaints from customers for whom English is not their first language

We will always try to deal with a customer for whom English is not their first language in a way that makes communication easy. The arrangements we need to put in

place to make this possible means that it may take longer to handle these complaints.

## Registering your complaint

If you aren't able to complain yourself, you can ask someone to register a complaint and act on your behalf. You can register your complaint in the following ways:

### By telephone

Call 02920 100346  
8am – 8pm Monday to Friday  
9am – 1pm Saturdays

### On the website

Select 'complaint' and enter your details [metropolitanlocal.co.uk/contact-us/](http://metropolitanlocal.co.uk/contact-us/)

### By post

Metropolitan, Driscoll 2,  
Ellen Street, Cardiff,  
CF10 4BP

## Ombudsman Services

The Ombudsman Services is set up to provide a free, independent service to investigate your complaint, provided it falls within their terms of reference. You can find out more on their website at [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy).

Alternatively you can also contact them in writing or call them:

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

**Email:** [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)

**Phone:** 0330 440 1624

**Fax:** 0330 440 1625

**Textphone:** 0330 440 1600

**Website:** [ombudsman-services.org/energy](http://ombudsman-services.org/energy)

Our customers can also address any complaints to outside agencies such as a local authority, Trading Standards Institute and Citizens Advice Bureau.

## Guaranteed Standards Scheme

Our Guaranteed Standards Scheme clearly defines the standards of service we are committed to achieving. If we fail to meet one or more of these standards, you may be entitled to a payment. Please visit the documents section on our

website for details of our current Guaranteed Standards - [www.metropolitanlocal.co.uk](http://www.metropolitanlocal.co.uk). Alternatively please call us if you would like to request a hard copy to be sent to you.

## Dealing with complaints

**Our Customer Complaints Procedure is divided into three steps:**

**Step 1** Get in touch with us as soon as possible and let us know you are dissatisfied. Our customer services team will look into your complaint and look to provide a response, in the most appropriate way, within 10 working days. Please bear in mind that if your complaint is of a complex nature or requires further investigation, we may not be able to provide a response within 10 working days. If this is the case, wherever possible, we will take action to reduce the effect the problem has in the short term and keep you informed of any action we take to eliminate the problem in the longer term.

**Step 2** If an advisor is unable to resolve your complaint, we will ensure your complaint is escalated to an appropriate level within the company. You can ask for a manager to review your complaint at any time if our advisor hasn't been able to help and hasn't already offered to refer things to a manager.

We do settle most complaints during this step, however, if we cannot settle your complaint, we will explain our final position. In some cases, we may send you a "deadlock" letter, which means there is no more we can do for you. Alternatively, if you would like to request a "deadlock" letter to approach the Ombudsman Services, you can request one from our customer services team.

**Step 3** If you have followed the process set out above and are still not happy and we have sent you a deadlock letter, or eight weeks have passed since we have received your complaint, you have the option to refer your complaint for free and independent review by the Ombudsman Services. However, they will only help resolve cases that have not been rectified through our established complaints procedure. So please try this route in the first instance and we will do our best to help.



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02920 100346 | [www.metropolitanlocal.co.uk](http://www.metropolitanlocal.co.uk)

