

### **Central Networks Complaint Procedure**

If you are in any way unhappy with the service you have received from us please let us know. It is only by learning from our mistakes that we can further improve the service to other customers.

Please take the following steps to let us know your concerns to ensure your complaint can be resolved in the appropriate way:

Please contact us by either:

1. Calling us free on 0800 096 3080
2. Using our online complaints form at [www.central-networks.co.uk](http://www.central-networks.co.uk) or email us at [customerservices@central-networks.co.uk](mailto:customerservices@central-networks.co.uk)
3. Writing to:

**Customer Liaison**

1<sup>st</sup> Floor Kegworth  
Central Networks  
Herald Way, Pegasus Business Park  
Castle Donington, Derbyshire, DE74 2TU

In all cases, please tell us your address and postcode, together with a contact telephone number.

We aim to resolve all concerns immediately, however as some complaints may be more complex than others, we may not be able to resolve your concerns straight away.

If your concerns do require further investigation you can also expect the following from us:

#### **Step 1**

- A verbal or written response within five working days, either answering your concerns or letting you know that your concerns are being investigated;
- The name and contact details of the person who is managing your complaint;
- If there is any delay in obtaining information we will keep in touch with you, and
- Your complaint manager will do all they can to fully resolve your complaint.

### Step 2

If you are not happy with the way your complaint has been managed you can ask to speak to the Team Co-ordinator or the Customer Liaison Performance Improvement Manager. They will investigate further over the next five working days and work with you to resolve your issues.

### Step 3

We would hope that it would not reach this point, however if you're still not satisfied you can ask for your complaint to be reviewed by Central Networks' Customer Liaison Manager, Lorraine Reddington. Lorraine will review and reinvestigate all the details of your concerns to help resolve your issues and contact you within five working days.

### Step 4

If after discussing your complaint with Lorraine you are still not fully satisfied, you can ask for your complaint to be reviewed by Central Networks' Customer Operations Manager, Phil Wilson. Following this you will be contacted and sent a letter within two weeks confirming our final position.

Our response to you might include an apology, an explanation of what went wrong, details of any remedial action we may be taking or we may pay you compensation, in appropriate circumstances.

If you feel it may help, you can contact Consumer Direct at any time. They will be able to provide you with independent help, advice and information. You can contact them on 08454 040506.

### Step 5

We will work with you at all times to resolve your complaint. However if you have followed steps 1 to 4 and we have still been unable to resolve your concerns, or 8 weeks have passed since your complaint was made, then you may take your complaint to the Energy Ombudsman. This is a free and independent dispute resolution service. The Ombudsman will ask you for a full account of your dealings with us and they will also contact us to gain an understanding of the case from our perspective. The Ombudsman will make a final decision and inform both you and us of the outcome.

Energy Supply Ombudsman  
PO Box 966, Warrington, WA4 9DF

Telephone: 0845 055 0760

Fax: 0845 055 0765

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