Complaints Handling Process

At Utility Aid, we are committed to providing excellent customer service; however, should you feel our service falls short or if you are unsatisfied with us, we encourage you to let us know so that we can address your concerns promptly and effectively.

About Utility Aid

Our registered office is **4th Floor of The Hub, Navigation Wharf, Carre Street, Sleaford, Lincolnshire NG34 7TW** with a company registration number of **04408718.**

We are registered with the Energy Ombudsman for the ADR scheme (Alternative Dispute Resolution) under ADR Number **C35UTIL23**. If you would like to know more about ADR please visit Resolve Energy Complaints | Energy Ombudsman

How to Complain

- **Call** our Customer Services Team on 0808 178 8170
- **Email** our Customer Services Team at support@utility-aid.co.uk
- **Write** to our Customer Services Team at 4th Floor of The Hub, Navigation Wharf, Carre Street, Sleaford, Lincolnshire NG34 7TW

Acknowledgement and Response

Upon receipt of your complaint, we will;

- Respond within five working days.
- Provide you with a unique reference number for your complaint.
- Assign a dedicated handler who will explain the steps we will take to resolve your complaint.

Your complaint handler will keep you regularly updated. Your complaint will remain open until:

- You are satisfied with the resolution, or
- We have reached out to you and received no response within 28 days.

Escalation to Management

If your complaint has not been resolved within four weeks, or if you are dissatisfied with our response, you may escalate your complaint to a Team Manager:

- **Name:** Esta Harris
- **Email:** esta.harris@utility-aid.co.uk
- **Post:** 4th Floor of The Hub, Navigation Wharf, Carre Street, Sleaford, Lincolnshire NG34 7TW

Upon receipt of your complaint, the Manager will respond within five working days.
If, after your complaint has been escalated to a Manager, it still remains unresolved or you are dissatisfied with our response, then there are a few options available for you regarding how to take your complaint forward.

Escalation to Director

If you are not satisfied with the resolution offered, or if your complaint remains unresolved after six weeks, you can request a review at the director level.
Please email regulation@utility-aid.co.uk; upon receipt of your email, you will receive a response from a director within five working days.

Alternative Dispute Resolution (ADR)

If you have exhausted our escalation process, received a deadlock letter, or if your complaint remains unresolved after eight weeks, you may be eligible for support from the Energy Ombudsman through the ADR scheme. This service is free and impartial.

You can contact the Energy Ombudsman via:

- **Phone**: 0330 440 1624
- **Email**: enquiry@energyombudsman.org
- **Post**: Energy Ombudsman, P.O Box 966, 3 Mill House, Warrington, WA4 9DF

Independent Advice

If you do not wish to utilise the ADR scheme, you also have the option to contact independent organisations, some of which are listed below; this list is not exhaustive.

You can contact **Citizens Advice** via:

- **Phone**: 0808 223 1133
- **Online Chat**: "Talk to an adviser"
- **Online Form**: Consumer service: Energy | Citizens Advice referrals

This weblink will offer you further information should you need it: Citizens Advice

You can contact **Information Commissioners Office** via:

- **Phone**: 0303 123 1113
- **Online Chat**: Advice services for members of the public | ICO

This weblink will offer you further information should you need it:
Information Commissioner's Office

We appreciate your patience and the opportunity to resolve your concerns. If you have any questions about our complaints process, please do not hesitate to contact us.
Thank you for choosing Utility Aid.