

# Complaints Handling Procedure

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Northern Gas Networks (NGN) owns the gas distribution network in the North of England. If there is a problem with the service you have received from NGN, or our partners, you can contact us in writing, by email or telephone, or in person.

To help us deal with your complaint as quickly as possible, please provide us with as much information as you can, including the work reference number if you have it.

# What we'll do to put things right...

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## Step 1: Complaint received by our Customer Care Team

We treat all complaints seriously and confidentially. You can be sure your complaint will be handled in a courteous, prompt and straightforward manner.

A member of our Customer Care Team will contact you to acknowledge receipt of your complaint and then carry out a full investigation. We aim to respond to your complaint within 10 working days.

Our response will have details of the investigation and, where appropriate, an explanation and/or an apology will be made. If appropriate, confirmation of any compensation due under our Standards of Service\* will be provided.

Where action is needed to put things right, we will try to resolve the matter as quickly as possible. Sometimes this will mean making a home/site visit to resolve your complaint or enquiry. If this is the case, we will find a time that is convenient for you.

We will aim to resolve your issue within 10 days if no site visit is required. If a site visit is required, we will aim to resolve your issue within 20 days. If it's not possible to respond to you within these timescales, for example where we need to contact third party organisations, we'll be in touch to let you know when you can expect a response.

## Step 2: If you're not satisfied, what happens next?

If you do not believe your issue has been resolved, we will then escalate the matter to the relevant Operational Manager.

They will carry out a full investigation and respond to you when all the facts have been examined.

Their response will provide you with details of the steps we have followed and an explanation and/or apology will be made where appropriate. You may also receive confirmation of any compensation due under our Standards of Service\* if that applies to your complaint.

We will aim to respond to you within 10 days.

## Step 3: What if you're still not happy?

If you are still unhappy with the response you have received, your complaint will be escalated to be reviewed by a department head or director who will make an independent decision based on all previous correspondence. We aim to respond to you within five days.

## Step 4: Independent review by the Energy Ombudsman

While we always do our best for customers, we know that we may not always succeed in resolving your complaint. If you remain unhappy with the service you have received from us, you can seek the assistance of the Energy Ombudsman.

The Energy Ombudsman is an independent consumer organisation created by government to protect the interests of all domestic and commercial gas and electricity customers. The Energy Ombudsman will ask you for a full account of your dealings with us and investigate your complaint. They will also contact us to gain a full understanding of the complaint from our perspective.

The Energy Ombudsman will accept your complaint if it remains unresolved for over 56 days or if, following step 3, you have been issued with a 'deadlock' letter. This letter confirms that Northern Gas Networks has reached a position where we are unable to help any further.

Energy Ombudsman  
PO Box 966  
Warrington  
WA4 9DF  
Telephone: 0330 440 1624  
Fax: 0330 440 1625  
Email: [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org)  
Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

#### \*Standards of Service

Northern Gas Networks' activities are covered by a range of standards of performance. These standards cover things like restoring your gas supply after an unplanned interruption or getting a quote for a connection to our network. You may be eligible to receive compensation payments if we do not meet these standards. In such cases, we make compensation payments to you directly or via your gas supplier. You can find details of our standards online at: [www.northerngasnetworks.co.uk](http://www.northerngasnetworks.co.uk).

Copies of our Standards of Service are also available in alternative languages, large print or braille on request.


#### Use of information

Northern Gas Networks use the information gathered from complaints in order to make improvements in the service we provide. We record all complaints to accurately capture:

- Customer contact information
- Date received
- Method of complaint (e.g. email or social media)
- Nature of complaint
- Who is dealing with the complaint
- Progress
- Agreed method of future communication
- Resolution

# You can contact us 24-hours a day, 365 days a year.

All correspondence is available in alternative languages, large print or Braille on request.

 **Northern Gas Networks  
Customer Care Team  
1st Floor  
1 Emperor Way  
Doxford International  
Business Park  
Sunderland  
SR3 3XR**

You are also welcome to visit our offices (Monday to Friday between 8.30am and 5pm), but please call us first on 0800 040 7766 (option 3) so that we can ensure the right person is there to meet you.

 **0800 040 7766 (option 3)**

If you are deaf or hearing impaired and have a Minicom or Textphone, please contact us on **0800 371 787**.

Calls may be recorded and monitored for training purposes.

 **[customercare@northerngas.co.uk](mailto:customercare@northerngas.co.uk)**

 **[northerngasnetworks.co.uk](http://northerngasnetworks.co.uk)**

 **[/northerngasnetworks](https://www.facebook.com/northerngasnetworks)**

 **[@NGNgas](https://twitter.com/NGNgas)**

## These organisations can provide independent help and advice if you need it

### Age UK

Age UK give advice to older people on money, care, health, housing and more.

**0800 678 1174**  
**[www.ageuk.org.uk](http://www.ageuk.org.uk)**

### Citizens Advice Bureau (CAB)

CAB can offer free, independent advice so that you know your rights as an energy consumer.

**03444 111 444**  
**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

### Energy Saving Trust

Energy Saving Trust can give independent, expert advice on saving energy in your home.

**0300 123 1234**  
**[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)**

### Gas Safe Register

The Gas Safe Register is a list of gas engineers who are registered to work safely and legally on boilers, cookers, fires and all other gas appliances.

**0800 408 5500**  
**[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)**

### National Energy Action (NEA)

The NEA work across the UK to ensure that everyone can afford to live in a warm, dry home.

**0191 261 5677**  
**[www.nea.org.uk](http://www.nea.org.uk)**

### Royal National Institute of Blind People (RNIB)

RNIB provide information, support and advice to people with sight loss.

**0303 123 9999**  
**[www.rnib.org.uk](http://www.rnib.org.uk)**

### Scope UK

Scope UK aim to make the country a place where disabled people have the same opportunities as everyone else.

**0808 800 3333**  
**[www.scope.org.uk](http://www.scope.org.uk)**