

**Have A Complaint?
Then Contact Us**

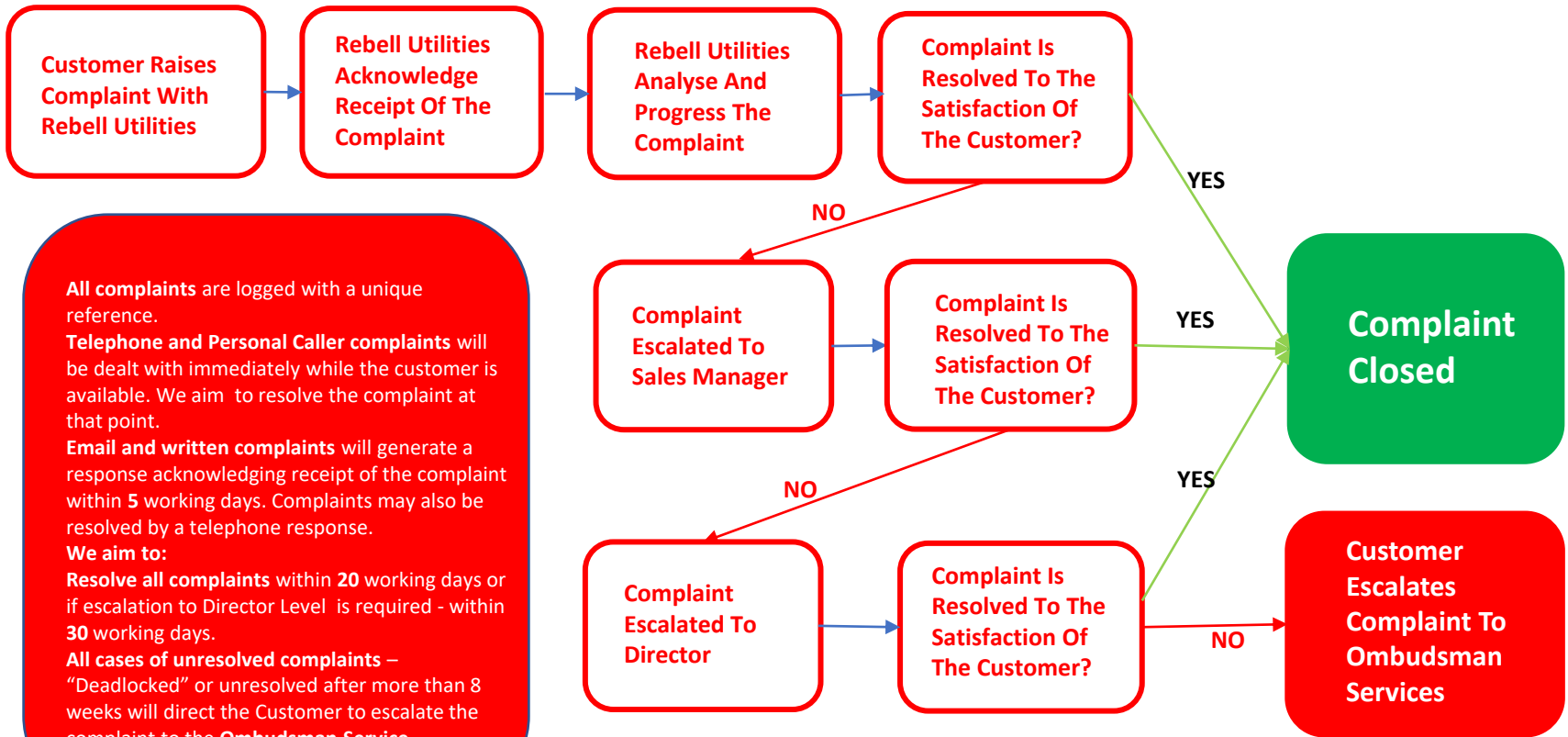
By Telephone - 01695 660586

By Email – info@rebellutilities.com

In Writing – Rebell Utilities Ltd

33 Wigan Road, Ormskirk, Lancs, L39 2AP

Rebell Utilities Ltd Customer Complaint Procedure



All complaints are logged with a unique reference.
Telephone and Personal Caller complaints will be dealt with immediately while the customer is available. We aim to resolve the complaint at that point.
Email and written complaints will generate a response acknowledging receipt of the complaint within 5 working days. Complaints may also be resolved by a telephone response.
We aim to:
Resolve all complaints within 20 working days or if escalation to Director Level is required - within 30 working days.
All cases of unresolved complaints – “Deadlocked” or unresolved after more than 8 weeks will direct the Customer to escalate the complaint to the Ombudsman Service

Rebell Utilities Ltd Customer Complaint Policy

Rebell Utilities Ltd Points Of Contact For Raising Customer Complaints

By Telephone: 01695 660586, By email: info@rebellutilities.com

Post to: Rebell Utilities Ltd, 33 Wigan Road, Ormskirk, Lancashire, L39 2AP.

In person to: Rebell Utilities Ltd, 33 Wigan Road, Ormskirk, Lancashire, L39 2AP.

1. General

All Customers raising issues or complaints will be treated with courtesy and respect by Rebell Utilities Ltd. We will endeavour to resolve the issue or complaint in the shortest possible time. We will use the learning from the exercise to continuously improve our service.

2. Complaints Log

Rebell Utilities will log **All** customer complaints, allocate a **unique reference number** from the Log and record the date of receipt.

3. Telephone Complaints

These will be dealt with immediately, and where possible, while the customer is on the call, with the aim of resolving the complaint at the point of contact. If it is not possible to resolve the complaint immediately the customer will be sent an acknowledgement in writing or by email including the unique Log reference.

4. Email and Written Complaints

An email or written response will be provided acknowledging receipt of the complaint which will include the unique Log reference, confirming that we will attempt to resolve the complaint within **20** working days, and the name and contact details of the employee dealing with the matter. There may be some circumstances which permit written complaints to be resolved with customers by a telephone response.

5. Resolution By Mutual Agreement

We aim to resolve all complaints via a mutually acceptable solution within **20** working days and **exceptionally** in cases that require escalation to Director Level within **30** working days.

6. Unresolved complaints and The Ombudsman Services

If a complaint remains unresolved because a solution cannot be agreed between the parties (a “deadlock” position), or which remains unresolved for a period of more than 8 weeks, then the Customer has the right to take the dispute to an alternative dispute resolution provider. **In this situation Rebell will write to the customer and set out the final position of the proposed solution and advise the Customer that it has the right to escalate the dispute to the Ombudsman Services.**

The Ombudsman Services provide an independent, free and impartial service to consumers to resolve disputes. Rebell Utilities Ltd are committed by the terms of the Alternative Dispute Resolution Scheme to implement the details of any Ombudsman Services proposal. The Customer can contact the Ombudsman Service to escalate a complaint using telephone, email, or in writing.

The Ombudsman Services can be contacted by:

Post: Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

Tel: 0330 440 1624, Email: enquiry@ombudsman-services.org