

# Complaints Handling Procedure



**Handling Your Complaint  
with YGP**

This document explains how to raise a complaint and the stages we will follow to help to resolve your complaint with you.

There is also information on help that you can find from independent sources.

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## Unhappy with us today?

At YGP we're committed to delivering reliable energy and excellent customer service.

We understand that sometimes things don't go as expected, and when that happens, we want to make it right—quickly and fairly.

This pack is designed to guide you through our complaints process and explain what you can expect from us.

Our goal is to resolve your complaint as swiftly as possible, keeping you informed every step of the way.

### Here's what we'll do:

- **Listen carefully** to understand the issue from your perspective.
- **Acknowledge your complaint promptly**, usually within 48 working hours.
- **Investigate thoroughly**, aiming to resolve most complaints as soon as possible, but within 8 weeks.
- **Keep you updated** regularly so you're never left in the dark.
- **Provide a clear outcome**, including any actions we'll take to put things right.
- **Learn from your feedback** to improve our service for all customers.

We appreciate you taking the time to share your concerns with us. Your feedback helps us grow and ensures we continue to meet the high standards you deserve.

## Raising and Resolving your complaint

**Stage 1** We will record your complaint and will always strive to resolve your complaint on the same day. If you are satisfied with the resolution, we will still log this on your account, advising we have resolved your dissatisfaction.

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**Stage 2** If we cannot resolve your complaint at Stage 1, we will raise your complaint to the complaints team to review and log your open complaint. We will communicate with you that this has been completed and will signpost to the complaint's procedure on our website.

We will try to resolve the complaint as quickly as possible, keep you updated, and will attempt to resolve in 8 weeks.

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**Stage 3** We will make sure you are happy with the resolution, however if you remain unhappy it will be passed for a 2<sup>nd</sup> and final review.

If we are still unable to resolve your complaint following our final offer of resolution, you may contact the energy ombudsman who will conduct an independent review of your complaint.

Should your complaint remain unresolved at 8 weeks you also have the right to contact the energy ombudsman.

## Energy Ombudsman - Independent Review

We will always aim to resolve your dissatisfaction; however, if we don't agree on a resolution and you have received a deadlock letter, or your complaint has reached 8 weeks, you can contact the Energy Ombudsman. Their details are below:

Website: [www.energyombudsman.org](http://www.energyombudsman.org)

Phone: 0330 4401624

Email: [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

Letter: The Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

**The Energy Ombudsman** is there to help resolve disputes between energy suppliers and their customers. It is free for you to use their services, and they are totally independent – so they do not take sides, they make their decision based on the information available. If you agree with their decision, we must act on what they say. This may mean we have to issue an apology, explain what has gone wrong, correct the problem or give you a financial award. You do not have to accept their decision.

You have the right to contact the Energy Ombudsman if you are a Micro Business or Small Business and you meet the following conditions:

- A **Micro Business** consumer uses less than 100,000 kWh of electricity a year; uses less than 293,000 kWh of gas a year; or has fewer than 10 employees (or their full-time equivalent) and an annual turnover total not exceeding £2 million.
- A **Small Business** has fewer than 50 employees and an annual turnover of £6.5 million or a balance sheet total of £5 million; or an annual electricity consumption level of 200,000kWh; or an annual gas consumption level of 500,000 kWh.

## Further Help and Support

**Need support during the complaint's procedure? For free and independent help, advice, information or support during the complaints process, you may find the following contacts useful:**

**Citizens Advice and Advice Direct Scotland:** You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support

**Citizens Advice:** If you live in England or Wales:

Go to: [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)

Or contact the Citizens Advice consumer service: Call: 0808 223 1133 Relay UK: 18001 followed by 0808 223 1133

Lines open Monday to Friday 9am to 5pm, calls are free

**If you live in Scotland:**

Go to: [energyadvice.scot](https://energyadvice.scot)

Or contact Advice Direct Scotland: Call: 0808 196 8660 Relay UK: 18001 followed by 0808 196 8660

Lines open Monday to Friday 9am to 5pm, calls are free

**Website: [ageuk.org.uk](https://ageuk.org.uk)**

Webform: [ageuk.org.uk/contact-us/information-and-advice](https://ageuk.org.uk/contact-us/information-and-advice)

Age UK Telephone: 0800 055 6112

Age UK's advice line is a free, confidential national phone service for older people, their families, friends, carers and professionals.

Their team will give you information that is reliable and up to date and help you to access the advice you need