

Metropolitan

Making a
complaint if we
get things wrong



How you can complain

We know it can be frustrating and disappointing if our service isn't as good as it should be. We always try to do our best for you, but if things do go wrong, it's important that you let us know so that we can put it right quickly and smoothly. You can log your complaint in the following ways.

- ▶ **By telephone** 02920 100346. This is the most effective way as we will aim to resolve your complaint there and then.
- ▶ Send us a **contact form** at metropolitan-uk.co.uk/contact-us. We aim to respond to your written complaint within 10 working days.
- ▶ **By post** Metropolitan, Driscoll 2, Ellen Street, Cardiff, CF10 4BP. We aim to respond to your written complaint within 10 working days.

We aim to resolve all complaints within 10 working days.

If English isn't your first language, we'll always look for options to help the communication between us. This may mean it takes a little longer to resolve your questions.



Our responsibilities

If you're unhappy with our service, we promise:

- ▶ We'll get back to you within 10 working days
- ▶ If you're unhappy with our billing, we'll pause any steps we were taking to recover an outstanding balance
- ▶ We'll use any feedback to try and improve our service
- ▶ We'll thoroughly investigate your complaint to determine what's happened
- ▶ We'll identify what the problem is and what caused it
- ▶ We'll find out how we can resolve the problem
- ▶ We'll determine if there is any action we could take to prevent the problem happening again
- ▶ We'll let you know if any Guaranteed Standards of Service or compensation payment is due
- ▶ We'll say sorry if we made a mistake and explain what went wrong
- ▶ If your complaint was caused by a company policy, we'll make sure it's explained to you
- ▶ We'll let you know how to escalate your concerns if you're not satisfied with how we've dealt with your complaint.

Our complaints **process**

Step 1

Let us know as soon as possible if you're unhappy with our service. We aim to get back to you, in the most appropriate way, within 10 working days. If your complaint needs more investigation, it may take a little longer than 10 working days. If this is the case, we'll always try to reduce the effect the problem has in the short term and keep you informed of any action we take for the future.

Step 2

If we're unable to resolve your complaint, we'll escalate it within the company. You can ask for a manager to review your complaint at any time if our advisor hasn't been able to help and hasn't already offered to pass things to a manager. If we can't settle your complaint, we'll explain our final position. In some cases, we may send you a "deadlock" letter. This means there is no more we can do for you. Alternatively, you can request a deadlock letter from our team.

Step 3

If steps 1 and 2 have been followed and you're still unhappy, and we have sent you a deadlock letter, or eight weeks have passed since we have received your complaint, you can send your complaint for free and independent review by the Ombudsman Services. However, the Ombudsman will only help resolve cases that have not been put right through our established complaints process.

If you're not satisfied with how we've dealt with your complaint, you can contact the Energy Ombudsman, a free and independent agency, who can help.

- ▶ **Telephone 0330 440 1624**
- ▶ **Website www.energyombudsman.org**
- ▶ **Email enquiry@energyombudsman.org**
- ▶ **In writing P.O. Box 966, Warrington, WA4 9D**



Making **low carbon** heating
easy and straightforward
for all



Heating and hot water emergencies

Metropolitan: 02920 100346

Lines open 24 hours a day, 7 days a week